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ABSTRACT

Activities of the Federal Interagency Committee (FIC) during the 1981 International Year of Disabled Persons (IYDP) are highlighted. In chapter I, a management report provides the goals established by the FIC, how they were met, and the processes used to meet them. Agency actions are reported in chapter II. The superior accomplishments of five agencies are illustrated--those of the Social Security Administration, Veterans Administration, Food and Drug Administration, Interior, and Housing and Urban Development. IYDP activities conducted in the areas of prevention and rehabilitation, demonstration projects and programs, awareness, and program accessibility and research are then described. Chapter III summarizes responses to a self-assessment of the FIC through a questionnaire directed to the 45 participating federal agencies. Chapter IV is a report on the disabled consumer participation programs developed by federal departments and agencies. It documents the functions or components of an effective consumer participation program and several administrative structural models that support those functions. Recommendations are made for the development and strengthening of the programs. Appendixes, amounting to over one-half of the report, include the United Nations resolution, the United States Congress resolution, a summary listing of selected agency/departmental actions, and models of consumer participation. (YLB)

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Report to the President

International Year of Disabled Persons 1981
Federal Interagency Committee

March 1982

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International Year of Disabled Persons

By the President of the United States of America

A Proclamation

We seek, in the 1980s, an era of national renewal, an era that will set loose again the energy and ingenuity of the American people.

Today there are 35 million disabled Americans who represent one of our most underutilized national resources. Their will, their spirit, and their hearts are not impaired, despite their limitations. All of us stand to gain when those who are disabled share in America's opportunities.

To increase the participation of disabled persons in our national life and in the lives of other nations the United Nations has designated 1981 the International Year of Disabled Persons. America has long been a world leader in this area, and the United States Council for the International Year of Disabled Persons and our Federal government have already responded to the United Nations challenge. Programs are underway throughout the Nation.

Through partnership of disabled and nondisabled persons; of our private sector and our government; and of our national, state, and community organizations, we can expand the opportunities for disabled Americans to make a fuller contribution to our national life. I am proud to pledge the cooperation of my Administration and the Federal agencies under my jurisdiction, including the Federal Interagency Committee for the International Year of Disabled Persons.

NOW, THEREFORE, in keeping with the goals of the International Year, I, RONALD REAGAN, President of the United States of America, do hereby proclaim 1981 the International Year of Disabled Persons in the United States.

IN WITNESS WHEREOF, I have hereunto set my hand this sixth day of February, in the year of our Lord nineteen hundred eighty-one, and of the Independence of the United States of America the two hundred and fifth.

Ronald Reagan

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FEDERAL INTERAGENCY COMMITTEE
for the
International Year of Disabled Persons
330 C Street, S.W., Room 3124, Washington, D.C. (202) 245-0170 20201

March 31, 1982

The President
The White House
Washington, D.C. 20500

Dear Mr. President:

We are pleased to submit the final report on the activities of the Federal Interagency Committee during the International Year of Disabled Persons, 1981.

Let us not consider the finality of this report — but rather a transition to more and greater accomplishments in support of the goals of the International Year throughout the decade of the eighties.

Americans were quick to follow your lead as you proclaimed 1981 as the International Year of Disabled Persons in the United States. Our country can be proud of the energetic and dedicated people who volunteered their services all over this nation during the Year. Through your encouragement disabled persons in greater numbers are moving into the mainstream of our society.

These pages highlight some of the positive steps taken in the spirit of the International Year — 1981. We are honored to present this document as a record of an exciting year's activity.

Respectfully,

Dorcas R. Hardy
Jean S. Tufts

Dorcas R. Hardy
FIC/IYDP Co-Chairperson
Assistant Secretary for
Human Development Services
Department of Health and
Human Services

John W. McDonald, Jr.
FIC/IYDP Co-Chairperson
Acting Deputy Assistant
Secretary for International
Organizational Affairs
Department of State

Jean S. Tufts
FIC/IYDP Co-Chairperson
Assistant Secretary for
Special Education and
Rehabilitative Services
Department of Education

"Full Participation for All Citizens"

Preface

This final report summarizes the commitment and the achievements of the United States Government during the International Year of Disabled Persons — 1981.

This is an action-oriented document. It reflects a host of projects, programs, and new initiatives which were undertaken by the administration to benefit the lives of disabled persons — at no added cost to American taxpayers. This report is a testament to the unified efforts of the Federal departments and agencies which implemented the goals and objectives of the International Year. The plethora of International Year activities demonstrates a bold new partnership between our citizens and our government which draws upon the capacities and commitment of the nation's 35 million disabled people.

The legacy that should result will enable disabled persons to "architect their own destinies."

Harold O'Flaherty
Executive Director

Executive Summary

The International Year of Disabled Persons was a phenomenal success in the United States. Although the Federal Interagency Committee (FIC) accomplished its goals, the Year will be remembered most for its impact on the future. A dynamic national network composed of representatives of Federal agencies and members of the private sector will ensure the continuance of the IYDP spirit in a wide array of public and private programs and commitments.

In 1977, the General Assembly of the United Nations officially designated 1981 as the International Year of Disabled Persons. In October of 1979, the White House established the FIC to develop and implement the Year's theme of "Full Participation and Equality." The FIC consisted of representatives from 45 Federal agencies, departments, commissions, and the Executive Office of the President. It was co-chaired by the Secretaries of the Department of State, the Department of Health and Human Services, and the Department of Education. Their designees* provided the Committee with direction and a working knowledge of program policy and plans.

The FIC was responsible to the White House for planning and implementing IYDP programs in participating agencies. Mr. Harold O'Flaherty, Assistant to the Administrator, Health Services Administration, Department of Health and Human Services, was appointed in September of 1980 as the Executive Director of the Federal Secretariat, the administrative arm of the FIC. He initiated a four point goal strategy which focused on Federal IYDP Plans, Federal Government Awareness of IYDP, Public Outreach, and International Information Exchange.

The report prepared in December of 1981 by the FIC Self-Assessment Subcommittee illustrated the extent to which these goals were met. The report synthesized responses to an extensive questionnaire in which the 45 agency FIC members ranked the various IYDP activities in order of priority and importance. Over 80 percent of the 36 respondents indicated that the Federal awareness public information program, IYDP publications, and technical assistance from the Federal Secretariat were major contributors to the success of IYDP. The vast majority of respondents stated that the communication function of the FIC was invaluable, and that this function should continue beyond 1981.

The superior accomplishments of five Federal agencies were acknowledged by their selection for Presidential Awards of Excellence by an FIC Awards Review Board. The accomplishments listed below illustrate the types of activities carried out by the five agencies:

- **Social Security Administration** — At the beginning of 1981, 267 Social Security offices were identified as inaccessible. During the year, 257 were made accessible. Work orders on the remaining 10 have been placed.
- **Veterans Administration** — The Department of Medicine and Surgery designated six new independent living centers as an expanded commitment to IYDP (one for each medical region). Each region authorized staff to develop and implement the centers in cooperation with their respective communities.
- **Food and Drug Administration (FDA-PHS)** — The Commissioner made special efforts during the year to involve and receive input from disabled employees and consumers. As a result, a

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* Ambassador John W. McDonald, Acting Deputy Assistant Secretary for International Organizational Affairs (State); Ms. Dorcas R. Hardy, Assistant Secretary for Human Development Services (Health and Human Services); and Mrs. Jean S. Tufts, Assistant Secretary for Special Education and Rehabilitative Services (Education).

special task force and the management and operations staff developed policies for interpreters, reasonable accommodations, training, parking, transportation, purchase of assistive devices, etc. FDA allocated $50,000 to provide modifications for physical assessibility in six offices and placed orders for modifications in three others.

- **Interior** — As one of many IYDP activities, Interior coordinated "Summer Fest" in Boston, Massachusetts, to illustrate that all people have a variety of abilities which can be brought together around the theme of recreation. The day itself, which will be continued annually, involved over 30,000 disabled and able-bodied persons in over 30 recreational and leisure activities.
- **Housing and Urban Development** — $70.1 million were earmarked to finance 1,613 units of housing for disabled persons. This figure represents an increase of $7 million over the previous year.

Special Federal activities commemorating the Year took place both inside and outside Washington, D.C. One of the culminating events occurred at the Department of Health and Human Services during the week of December 7-11, 1981. The Office of the Secretary and the Office of Human Development Services sponsored exhibits, displays, and cultural and performing arts demonstrations which highlighted the "best" of IYDP. At the closing ceremony the Secretary of the Department of Health and Human Services, the Honorable Richard S. Schweiker, presented the Distinguished Public Service Award to the Ambassador of Norway, His Excellency Knute Hedemann. This award recognized the Norwegian government's promotion in the United States of the concept of health-sports for disabled persons.

The FIC's recommendations for consumer participation programs, if implemented, will facilitate the effective involvement of disabled persons in agency policies and programs. This report describes the functions of effective consumer participation programs and makes recommendations for their development and strengthening.

The International Year reflected a commitment to encourage and support disabled persons as they shape their own destinies. Gertrude Stein wrote, "For a difference to *be* a difference, it has to *make* a difference." The International Year *made* a difference.

The momentum generated during 1981 must and will be continued. The partnership forged between the public and private sectors revitalized the nation's commitment to disabled people. This commitment will be maintained by the National Office on Disability as it coordinates the National Year of Disabled Persons — 1982.

Moreover, Mrs. Virginia H. Knauer, special asistant to the president, has provided guidance to heads of Federal agencies, departments, and commissions. They will prepare plans for continuing IYDP initiatives which will be coordinated by her office.

The communications linkages developed during the Year informed, educated, and coordinated participation. The organizations which will maintain this function during the coming years are listed in Appendix VI.

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I. Management Report

On September 19, 1976, the Libyan Arab Republic asked the General Assembly of the United Nations to designate an international year for the benefit of disabled persons. By unanimous resolution 31/123 of February 2, 1977, the General Assembly officially designated 1981 as the International Year of Disabled Persons (IYDP). A 23-nation advisory committee was established, with the U.S. as a member. Over the course of four meetings two plans were drafted for consideration by the General Assembly. The first set forth the goals and objectives for 1981. The second established policies and guidelines for the period 1982 and beyond. The General Assembly adopted the first plan in December, 1979, and will consider the second plan during 1982.

In response to the United Nations General Assembly's Resolution 31/123, the United States established the Federal Interagency Committee (FIC). The FIC is composed of representatives from 45 Federal agencies, departments, and commissions, and the Executive Office of the President. The Committee is chaired by the Secretaries of the Department of Health and Human Services, the Department of Education, and the Department of State. Their designees (Assistant Secretary Dorcas R. Hardy, Department of Health and Human Services; Assistant Secretary Jean S. Tufts, Department of Education; and Ambassador John W. McDonald, Department of State) provided the Committee with a general direction and review of program policy and plans.

The FIC is responsible to the White House for planning and implementing IYDP programs in the participating agencies. FIC meetings were held approximately every eight weeks to permit all members to exchange information on agency activities, subcommittee projects, and to plan collectively IYDP's course.

This management report reviews the goals established by the Federal Interagency Committee for the International Year of Disabled Persons, how they were met, and the processes used to meet them. The FIC anticipated that one year would not allow enough time to accomplish all of its IYDP objectives. IYDP leaves as its legacy ongoing programs designed to help disabled people to use their capabilities fully. FIC members are committed to maintaining this legacy during the coming decade.

Administration

Administrative Structure and Goals

The Federal Secretariat served as FIC's administrative arm. Charged with coordinating the Federal observance of IYDP, the Secretariat's office was a focal point for interagency activity during the Year. The Secretariat's staff members were detailed from various Federal agencies and thus were ideally suited for such coordinative work. In addition to its administrative duties, the Federal Secretariat conducted an extensive media and public outreach program.

The FIC Secretariat staff advised and consulted with agencies planning a variety of programs. With agencies that requested assistance, programs were developed and reviewed from both an internal perspective (how programs affect disabled employees) and from an external perspective (how programs affect users). In addition, Secretariat staff regularly provided program design and implementation assistance to agencies with IYDP intra-agency committees.

In September of 1980 when Harold O'Flaherty was appointed Executive Director of the Federal Secretariat, a FIC structure had already been established. However, after a review with the three recently appointed co-chairpersons, the structure was revised and the following four-point goal strategy was adopted and implemented during the year:

- **Federal IYDP Plans:** This goal involved analyzing and summarizing Federal agency IYDP plans and identifying directions for future action.
- **Federal Government Awareness of IYDP:** This goal supplemented and complemented Federal agency and departmental planning by providing agencies with information and technical assistance; stimulating the involvement of disabled consumers and government employees in agency policy processes; and linking Federal activities with state, regional, and local programs.
- **Public Outreach:** The public outreach goal was to inform the nation's citizens about the observance of IYDP and the long-term U.S. commitment to disabled individuals. The Federal Interagency Committee conducted a multi-media campaign to stimulate support for the Year nationwide.
- **International Information Exchange:** The goal focused on the dissemination of information to the American and international communities about exemplary programs, research findings, and technological innovations.

FIC activities were developed and implemented throughout the year in support of these goals.

Subcommittees of the FIC

The FIC established five subcommittees to address areas needing special attention. The subcommittees and their chairpersons are listed below with their charges. A member of the FIC Secretariat staff served as the principle staff perons on each of the subcommittees, with the exception of the Self-Assessment Subcommittee.

Special Activities Subcommittee — Ms. Stella Gore Lansing — former Program Analyst, Consumer Product Safety Commission.

The Special Activities Subcommittee planned special events to observe and celebrate the Year which integrated the efforts of Federal, state, local, and non-governmental organizations. In addition, the subcommittee recommended that the FIC sponsor a White House Awards Ceremony to acknowledge the achievements of Federal agencies during IYDP. The criteria developed for these awards by the Subcommittee are outlined in the *Ex-*

ecutive Summary of Federal Involvement in IYDP. Activity categories included affirmative action, prevention, rehabilitation, demonstration projects and research, program accessibility, and awareness. At the end of the Year, awards were presented to five agenices. Two additional special awards were given to industry and to an international effort which fulfilled the United Nations' theme for IYDP.

Media Subcommittee — Mr. Robert Ruffner — Director of Communication, President's Committee on Employment of the Handicapped.

The Media Subcommittee publicized FIC/IYDP activities and projects throughout the government and to the general public. This subcommittee preceded the FIC's active public information and communications program which was directed by Robert A. Cuccia, Deputy to the Executive Director.

International Subcommittee — Dr. Martin McCavitt — Special Assistant for International Activities — National Institute of Handicapped Research, Department of Education.

In realizing this goal, the International Subcommittee focused on the improvement of international information exchange, international activities of government and non-government agencies, and the FIC's relationship to the United Nations.

Consumer Subcommittee — Ms. Elizabeth Fetter — Former White House Fellow, Office of Science and Technology/ Mr. Chet Avery, Office of Handicapped Concerns, U.S. Department of Education.

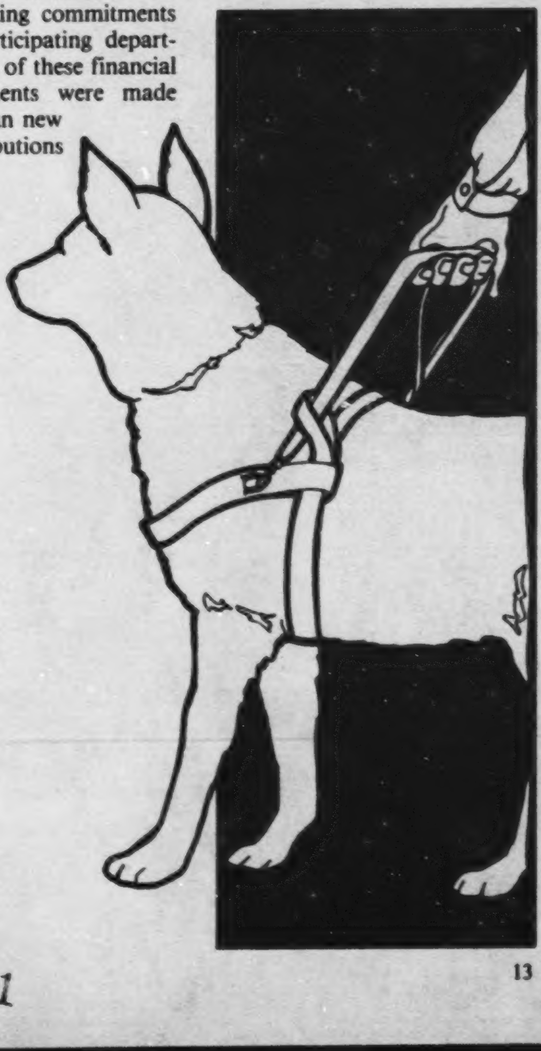
The FIC Subcommittee on Consumer Participation provided a forum for disabled persons' participation in the policy analysis and planning activities related to IYDP 1981. The Subcommittee also directed the development of the FIC recommendations for effective consumer participation programs (included in this report).

Self-Assessment Subcommittee — Dr. Alvin Biscoe, Jr. — Staff Associate, National Science Foundation.

The Self-Assessment Subcommittee assessed the extent to which the Federal government achieved the four goals of IYDP and prepared this information for publication.

Agency Resource Contributions

The FIC evolved from an organizing committee with virtually no funds into an effective vehicle for the promotion and realization of the IYDP goals. In late 1980, as FIC goals and objectives were developed more fully, the FIC obtained funds, facilities, and staff by eliciting commitments from many of the participating departments and agencies. All of these financial and in-kind commitments were made from existing rather than new appropriations. Contributions from member agencies to the FIC were as follows:



AGENCY		ESTIMATED AMOUNT	PURPOSE(S)
Health and Human Services		$279,200	Personnel, travel, media, conference services, printing
Office of Planning	$185,200		
Public Health Service/ Health Services Administration	54,000		
Public Health Service/ Food and Drug Administration	30,000		
Social Security Administration	10,00		
	$279,200		
Education		150,000	Personnel, printing facilities, media
Office of Special Education & Rehabilitative Services	140,000		
Office of the Secretary	10,500		
	$150,500		
Defense		75,000	Printing, travel, media
Labor		55,000	Personnel, printing, travel
Housing & Urban Development		25,000	Office space, staff, printing
Transportation		15,000	Personnel
Committee for the Blind and Other Handicapped		11,000	Personnel
State		6,000	Travel, facilities
Consumer Products Safety Commission		5,000	Personnel
Veterans Administration		2,000	Mailings, staff
President's Committee on Employment of the Handicapped		2,000	Consultancy
ACTION		1,000	Printing
Interior		1,000	Facilities
Architectural, Transportation, and Barriers Compliance Board		500	Consultancy
		$628,200	

Administrative Highlights

In January, 1981, shortly after President Reagan's inauguration, the FIC Secretariat provided the White House with recommendations for the IYDP. Two weeks later, on February 6, 1981, President Reagan officially proclaimed 1981 the International Year of Disabled Persons in the United States. The President's proclamation enabled the FIC Secretariat to proceed with many events and projects with the assistance of the White House.

Mrs. Virginia H. Knauer, Special Assistant to the President, provided continual support and guidance to the FIC's endeavors. As the Director of the U.S. Office of Consumer Affairs, Mrs. Knauer met with disabled persons and disabled constituency groups, and she gave over forty speeches and interviews highlighting IYDP and the other Federal and private sector programs that benefit disabled persons. She also coordinated White House activities demonstrating President and Mrs. Reagan's support of programs sponsored by and of benefit to disabled citizens. Some of the activities included the President's participation in the "kick-off" of both the Annual Easter Seal Campaign and the National Muscular Dystrophy Association Campaign, the President's reception for current and former March of Dimes Poster Children, and the presentation of an award by the President and Mrs. Reagan to the Multiple Sclerosis "Mother and Father of the Year."

In March, 1981, the FIC Secretariat staff, with White House support, prepared the *Executive Summary of Federal Involvement in IYDP.* Federal employees, community organizations, international representatives, and interested citizens received the summary which described the U.S. government's efforts to develop and implement the International Year guidelines as mandated by the United Nations. The summary was updated mid-year as the list of members grew and as the agencies developed IYDP-related programs. A later section of this report, "Agency/Department Action," provides an overview of some of the Year's activities.

During the course of IYDP, numerous events warranted special attention. On July 8, the FIC Secretariat staff met with the President at a Rose Garden reception honoring the eleven disabled persons who scaled Mt. Rainer, their team leaders, and the six sponsoring corporations. An IYDP flag which was carried to the summit was presented to the FIC. The Executive Director presented each team member with an IYDP commemorative pin and packet and a certificate which read: "Your accomplishment has shown the American people and people all over the world in a very real, yet symbolic way the mental and physical capacities that disability cannot limit."

The FIC recognized other organizations serving handicapped persons. In August, 1981, the FIC honored the Wolf Trap Foundation for its outstanding service to disabled populations. Dr. Herman Goldberg, then Acting Assistant Secretary for Special Education and Rehabilitative Services, U.S. Department of Education, presented the award to Mrs. Jouett Shouse, founder of Wolf Trap.

An unusual IYDP event took place when the State of Maryland demonstrated what can be accomplished when the business community joins hands with elected officials and individual citizens. An IYDP Benefit Variety Show was held on December 2, 1981, at the Civic Center in Baltimore, Maryland, to raise money for a Trust Fund which will create more independent living opportunities in Maryland. The Federal Interagency Committee helped to develop interest in the idea and assisted in its planning, promotion, and implementation.

Outreach

The White House, FIC members, and Secretariat staff communicated the IYDP message to audiences in all 50 states and many countries around the world by making presentations and participating in meetings, conferences, and seminars with concerned citizens and special interest groups. Radio and TV audience demographic and newspaper readership data indicate that the IYDP message reached nearly 125 million people through the White House, FIC, and Secretariat staff efforts. The Executive Director was interviewed 25 times on television and was a featured guest on 10 TV talk shows. IYDP was publicized on numerous TV programs and in national Public Service Announcements (PSAs). The Executive Director also participated in 30 radio interviews and 20 radio talk shows. Three radio programs dealt specifically with IYDP and ten radio PSAs were aired nationwide.

FIC Secretariat staff visits to cities throughout the country were featured in 25 interviews and stories in newspapers and in 30 magazine articles. Between May and October of 1981, an estimated 200 IYDP-related articles appeared daily in the U.S. press. The FIC plans, with the financial support of the Defense Department, to produce an IYDP movie to promote awareness of the capabilities of disabled people. It will be distributed for viewing in schools, churches, businesses, and other interested organizations.

Other outreach activities included wide dissemination of IYDP information kits, posters, brochures, and an Information Exchange to Federal and state governments, heads of state, and all U.S. Council community partners. The Information Exchange reviewed exemplary programs within the agencies and kept readers abreast of the FIC's activities and plans. The Secretariat staff responded to nearly 15,000 calls and letters requesting information about many aspects of disability during 1981. These inquiries provide some indication of the success of the outreach effort.

International Activities

United Nations

When the United Nations General Assembly proclaimed 1981 the International Year of Disabled Persons, it dedicated the Year to the promotion of national and international efforts to provide disabled persons with assistance, training, and opportunities to work and fully participate in society.

The FIC responded directly to this mandate when the Executive Director and his Director of Program Administration, Ms. Elizabeth Fetter, presented the United States' approach to the United Nations' goals in an international conference sponsored by the United Nations in Finland in late May, 1981. They stressed that IYDP goals could be realized by allowing disabled people to design their own destinies, and that opportunities to do so spring not only from government programs, but from community, business, industry, volunteers, and, most importantly, from disabled people themselves.

In August the Executive Director headed the U.S. Delegation to the United Nations Third Session Advisory Committee for IYDP in Vienna, Austria. The delegation included Dr. Martin McCavitt, Special Assistant for International Activities at NIHR, and Mr. Michael Petell, Director of Operations for the IYDP Federal Secretariat. As members of the United Nations Advisory Committee for IYDP, the delegation prepared a first draft of the "Programme of Action Concerning Disabled Persons." The program calls for the "full participation" of disabled persons in their societies and for "equality" for disabled persons in living conditions which are comparable to those enjoyed by other citizens. "Equality" also means an equal share in the improved living conditions which result from social and economic development. The plan focuses on prevention, rehabilitation, and equalization of opportunity.

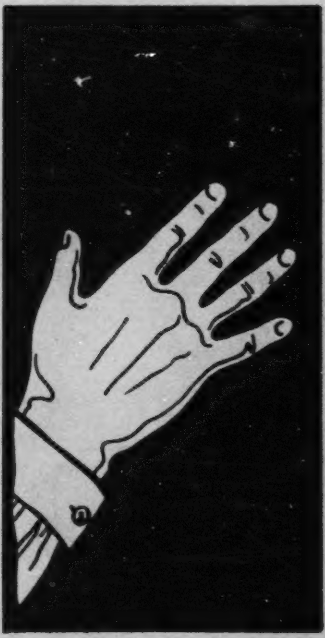
The United Nations Secretariat for IYDP convened a two week meeting (12-23 October, 1981) in Vienna, Austria — The World Symposium of Experts on Technical Cooperation Among Developing Countries and Technical Assistance for Disabled Persons. The Action Plan adopted during this session points out that lesser developed nations have a disproportionate share of disability problems because of malnutrition and other poverty-related diseases, poor sanitation, and lack of efficient communications systems. The Action Plan stresses that unless more comprehensive, accessible, and effective prevention measures are developed, there will be a sharp rise in the world's disabled population.

In October, 1981, the Government of Spain sponsored the Iberoamerican Conference of Ministers of Health and Social Welfare to celebrate IYDP. Dr. C. Everett Koop, U.S. Surgeon General, attended the conference of Ministers. Mr. Fred Krause, Executive Director of the President's Committee on Mental Retardation, attended the meeting of Experts on Mental Retardation.

In November, 1981, UNESCO and the government of Spain sponsored an international symposium entitled "Education and the Needs of Handicapped Persons — A Look to the Future." Dr. Edward Sontag, Acting Director, Special Education Programs, U.S. Department of Education, represented the United States at this meeting. Technical experts from numerous countries attended.

Other International Activities

In February of 1981 the Executive Director and Ambassador John McDonald participated in "Operation Horseshoe" in Niagara Falls, New York. Americans and Canadians linked hands to mark the start



of IYDP. Follow-up activities in the Niagara Falls area included seminars on awareness and many local media stories on IYDP. As an outgrowth of this event, the greater Niagara Falls area now has an organized and detailed directory of services, organizations, and information sources relating to both physically and mentally disabled persons, and the Niagara Falls Compliance Review Board was established to advise on issues of program and physical accessibility.

Also in February, a State Department reception honored disabled athletes from 11 countries who participated in "Around the World in 81," a European cross country skiing event. The U.S. also hosted receptions for disabled citizens of other countries, including Holland, Mexico, Great Britain, and Japan.

Another IYDP International event, "Bridge Between Peoples," took place on the U.S.-Mexican Border in El Paso and Juarez in September of 1981. Mrs. Knauer, Ambassador McDonald, and the Executive Director represented the United States government. The events, including a Sister-Cities Awards Dinner, concerts, and a wheelchair basketball tournament featuring teams from the U.S., Mexico, and Canada, characterized the spirit and power of international collaboration during the year.

In October, 1981, a reunion was held at the Institute of Rehabilitation Medicine (IRM) in New York to honor the Institute's Director, Dr. Howard Rusk. Dr. Rusk is Chairman of the National Council on the Handicapped and President of the World Rehabilitation Fund. The reunion included physical medicine and rehabilitaiton specialists from 35 countries who studied under Dr. Rusk. Through the coordinated efforts of the FIC, the World Rehabilitation Fund, and the National Council on the Handicapped, the reunion included seminars, workshops, and demonstrations of recent innovations in rehabilitation. At the closing ceremony Dr. Rusk was presented with a letter from President Reagan which congratulated him on his past and present exemplary work and outstanding contributions to rehabilitation.

During October the FIC Secretariat staff also attended a wreath-laying ceremony at Arlington National Cemetery in which both disabled American veterans and 300 disabled Japanese veterans participated. This was followed by a reception at the State Department.

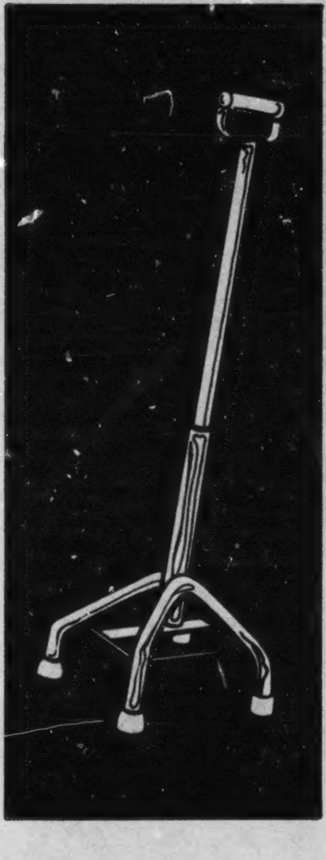
U.S. Council for IYDP

During the Year, the FIC Secretariat worked closely with the U.S. Council for IYDP to construct a network of private and governmental organizations which would generate opportunities for disabled persons in the workplace, home, and society. Mr. David Kearns, President of the Xerox Corporation, served as Chairman of the U.S. Council; Mr. Alan Reich served as its President. The Council worked with community groups across the United States to develop a Community Partnership program that embodied the concept of a partnership between able-bodied and disabled individuals. The 1,850 groups established before and during the Year facilitated a grass roots response to the Year. In the U.S. Council's Corporate Partnership program the nation's leading corporations developed initiatives consistent with the U.N. theme. Over 250 corporations began long term programs of benefit to disabled Americans and to the sponsoring corporations.

The U.S. Council and the FIC shared the philosophy that the private sector can and must devise programs for disabled persons which previously were the sole responsibility of government. This is a philosophy born of common sense, since the private sector has the resources and expertise needed to fully integrate disabled persons into the mainstream of daily life. The FIC and the U.S. Council jointly supported the advancement of the following international, national, state, and local actions:

- Expanded educational opportunity
- Improved access to housing, buildings, and transportation
- Greater opportunity for employment
- Greater participation in recreational, social, and cultural activities
- Expanded and strengthened rehabilitation programs and facilities
- Expanded basic and applied biomedical research aimed at conquering major disabling conditions
- Reduction in the incidence of disability through accident and disease prevention
- Increased application of technology to ameliorate the effects of disability
- Expanded international exchange of information and experience to benefit all disabled persons.

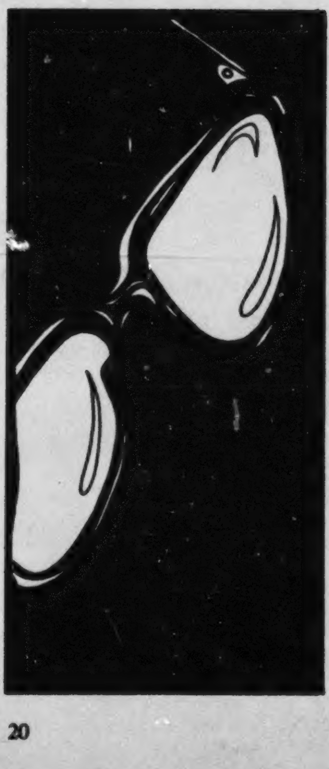
The National Office on Disability, an outgrowth of the U.S. Council, will build on the solid progress achieved during IYDP. In cooperation with its national and state partners, it will stimulate and encourage organizations, corporations, and others to support the community programs and activities started or reinforced during 1981. It will promote awareness, disseminate information on disability programs and issues, and coordinate programs and activities for the recently proclaimed National Year of Disabled Persons — 1982. Mr. Richard M. DeVos, President of the AMWAY Corporation, is the Chairman of the Board for the National Office on Disability.



II. Agency/Departmental Action

In planning and implementing the government-wide observance of IYDP, participating Federal agencies initiated unique and innovative projects and programs as part of the ongoing effort to integrate disabled persons into the mainstream of American life. During the initial planning stages, the activities were categorized into the areas of prevention and rehabilitation, demonstration projects and programs, awareness, and program accessibility and research.

An estimated 400 different projects were initiated in these areas by the 45 participating Federal agencies in their headquarters and regional offices throughout the nation. There were two types of projects. Some ongoing programs received greater visibility because of IYDP. Other projects and programs were developed specifically to observe the Year. More detailed information about the accomplishments of participating agencies and departments are included in the Executive Summary of Federal Involvement in IYDP and in the Agency/Departmental Action — Update. Both items are included in separate appendices to this report.*



The superior accomplishments of five Federal agencies were acknowledged by their selection for Presidential Awards of Excellence by an FIC Awards Review Board. Selection criteria included an assessment, for each agency which submitted an entry, of a) field and headquarters involvement, b) the disabled people, c) the ongoing impact of programs developed during IYDP, and d) the extent to which exemplary projects and programs were innovative and creative. The accomplishments listed below illustrate the range of activities carried out by the five agencies:

- **Social Security Administration** — At the beginning of 1981, 267 Social Security offices were identified as inaccessible. During the year, 257 were made accessible. Work orders on the remaining 10 are in place.
- **Veterans Administration** — The Department of Medicine and Surgery designated six new independent living centers as an expanded commitment to IYDP (one for each medical region). Each region authorized staff to develop and implement the centers in cooperation with their respective communities.
- **Food and Drug Administration (FDA-PHS)** — The Commissioner made special efforts during the year to involve and receive input from disabled employees and consumers. As a result, a special task force and the management and operations staff developed policies for interpreters, reasonable accommodations, training, parking, transportation, purchase of assistive devices, etc. The FDA allocated $50,000 to provide modifications for physical assessibility in six offices and placed orders for modifications in three others.
- **Interior** — As one of many IYDP activities, Interior coordinated "Summer Fest" in Boston, Massachusetts, to illustrate that all people have a variety of abilities which can be brought together around the theme of recreation. The day itself, which will be continued annually, involved over 30,000 disabled and able-bodied persons in over 30 recreational and leisure activities.
- **Housing and Urban Development** — $70.1 million were earmarked to finance 1,613 units of housing specifically for disabled persons. This figure represents an increase of $7 million over the previous year.

The following summary describes IYDP activities conducted by the participating federal agencies.

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* Appendix III lists selected programs and activities which were carried out by the participating Federal agencies during the Year.

Prevention and Rehabilitation

The prevention of disability and the rehabilitation of disabled persons are primary concerns of several Federal agencies. During the course of IYDP, additional programs were developed to eliminate the onset of accident, sickness, disease, and disability. The importance of proper nutrition, exercise, and routine physical examinations for the prevention of disability was described in print, traveling exhibits, and through other public information media. Rehabilitation efforts to facilitate and support the integration of disabled persons into their communities also were emphasized.

The Year emphasized disabled peoples' ability to design their own destinies by considering disabled individuals' short- and long-range employment goals. For instance, in-depth interviews between supervisors and disabled employees were used to establish long range career plans in several agencies.

Advances in many technical fields contributed to the prevention of disability and the rehabilitation of disabled persons. During IYDP, several agencies not typically attuned to the needs of disabled individuals provided disabled employees with new devices and innovations which improved their work performance, accelerated their rehabilitation and training, and helped them to explore previously restricted areas of employment.

Demonstration Projects and Programs

This International Year provided an opportune time to initiate numerous projects, activities, and policies which benefited disabled persons. For instance, in the past, severely disabled children often were restricted to institutionalized settings and had little contact with the outside world. During IYDP, Federal funding facilitated the opening of model playgrounds designed to serve both disabled and able-bodied children. By fortifying children's sense of "sameness," these facilities counteract the development of prejudice and discrimination among young children.

Many public recreational facilities in all parts of the U.S. were redesigned to meet the particular needs of America's disabled population. Community centers, pools, theaters, parks, picnic areas, camping facilities, urban trails, and craft centers were made accessible to mobility and sensory impaired people. These facilities will serve as models for the development of similar projects across the country.

Employment remains an all-important consideration in the integration of disabled persons into American life. Although Federal agencies experienced an employment freeze throughout the Year, creative programs lessened the impact of the freeze on disabled people. For instance, a program was expanded in which community organizations of and for disabled people provided unpaid training/work experiences for young disabled adults. These first job experiences helped establish a sense of self-worth among severely disabled participants, which enabled them to pursue other employment opportunities with a new sense of vigor and confidence.

New initiatives such as "Project Partnership" were announced by the White House during the course of IYDP. This cooperative effort between business, government, and local groups of disabled constituencies will employ severely disabled individuals who previously received Federal assistance. Such programs will help the national corporate community discover and use an untapped national human resource.

Awareness

The International Year gave Americans and other members of the world community an opportunity to increase their understanding and awareness of both the rights of disabled persons and their ability to participate in and contribute to the economic, social, and political life of their communities. Informational and educational programs commemorated IYDP in all major Federal departments and agencies. Numerous agencies highlighted IYDP projects during a specific month of the year. "Agency of the Month" programs incorporated activities in both headquarters and regional offices across the U.S. During the months the workshops, seminars, film festivals, and recognition ceremonies which commemorated the IYDP drew the attention of countless Americans.

Federal agencies also sensitized and educated their own employees to the abilities and needs of disabled persons. Top level management and supervisors were targeted in this effort, with very positive results. Awareness training sessions were conducted widely and plans to continue such activities are being developed in many agencies.

Program Accessibility and Research

Physical, informational, and attitudinal access was a major area of concern during the International Year. Many agencies surveyed their facilities and their employees and reviewed recurring problems to identify needs and develop priorities. Disabled employees helped their agencies to develop comprehensive plans to make their policy, programming, and services accessible to disabled people.

Physical access to buildings, facilities, and transportation services establishes the opportunity for disabled people to participate fully in all aspects of society. Federal agencies modified several hundred buildings across the country as well as in U.S. operated buildings abroad.

A variety of IYDP projects made numerous agency programs and policies more accessible to disabled persons. Such activities included: making interpreters available for Federal meetings through the use of contracts; installing TTYs (telephones for the deaf) in various offices; providing program information in Braille, large print, or cassettes for sight-impaired persons; and purchasing "Talking Typewriters." These technological innovations made program accessibility and employment in many Federal agencies more nearly a reality.

During the Year significant gains were made in the areas of the cultural arts, leisure, and recreation. Many museums and theaters (some funded with Federal monies) have modified their programs to enable sensory and mobility impaired persons to take part and enjoy events. Minor modifications, such as a relatively low cost ramp, a musical or theatrical program in Braille, or the availability of amplified head sets, illustrate modest changes which permit and promote the participation and enjoyment of cultural events by disabled people.

Many Federally-funded research programs affect disabled persons. Although no new Federal monies were appropriated specifically for IYDP, many agencies redirected their research monies to resolve problems that affect disabled persons. These activities made Federal employees and the general public more aware of the options and opportunities offered by research findings. IYDP capitalized on America's ability to look beyond limiting factors to find new opportunities for its 35 million disabled citizens.

III. Self-Assessment of the Federal Interagency Committee

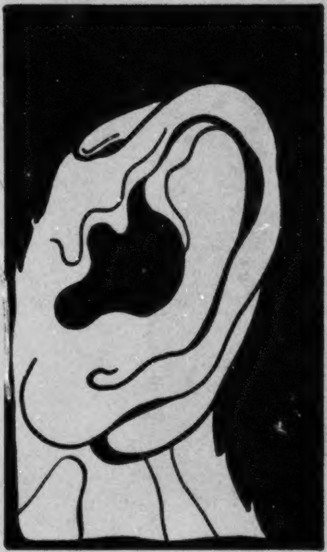
The Co-chairpersons of the Federal Interagency Committee (FIC) established a subcommittee to assess how well the Federal agencies met their IYDP goals. The Subcommittee worked independently of the Secretariat to avoid introducing this source of bias into the results. Although agency performance would be evaluated most effectively by assessing impact on disabled persons, the Subcommittee recognized that the development of such measures was not possible with limited time and resources. As a consequence, the subcommittee prepared a "self-assessment" questionnaire for completion by the members of the FIC.

The questionnaire was directed to the 45 participating Federal agencies in October, 1981. A response rate of 80 percent, 36 completed questionnaires, was achieved. All but the first of the ten questions were open ended to give the FIC members maximum latitude for expression. This format presented problems for the quantitative analysis of some responses, however. A summary of the most salient points for each question follows.

Question A.
Twelve mechanisms or activities of the FIC, the member agencies, and the Secretariat were listed. Respondents were asked to rank each on a scale of one to five with one representing "no contribution" to meeting Federal IYDP objectives and five representing an "important contribution." They are listed below in the rank order assigned collectively by the respondents.

The percentage figures are the number of points an activity actually did receive expressed as a percentage of the number of points it could have received (number of respondents times 5).

		Percent of Maximum Score
1.	Federal awareness and public information programs (state, regional, local)	85.7
2.	Publications (posters, brochures, calendars, newsletters, executive summary)	83.2
3.	Technical assistance efforts of Secretariat (guidance, materials, referral services, dialogue with others, etc.)	79.4
4.	FIC meetings	76.7
5.	Special receptions and events in honor of IYDP	75.8
6.	International activities (e.g., "Operation Horseshoe" with Canada; "Bridge Between Peoples" with Mexico; information exchanges)	75.2
7.	Agency goal-setting activities	74.9
8.	Secretariat's outreach activities (national and international travel, conferences, speeches)	73.9
9.	Various award programs	73.5
10.	FIC subcommittee meetings and activities	68.2
11.	Agency reporting procedures	66.5
12.	Agency-of-the-Month activity	57.0



Respondents generally regarded the major Federal IYDP activities as important. Nine of the twelve activities were grouped closely in the 74-86 percent range, with Federal awareness programs and publications clearly rated most favorably. Just as clearly, FIC members downgraded subcommittee activities, reporting requirements, and Agency of the Month activities.

Generalizations are difficult to make because the results were clustered. It appears, however, that the most favorably ranked activities were those perceived as most directly related to achieving IYDP objectives. The least favorably ranked were more internal FIC operations such as subcommittee meetings, agency recognition activities, and reports.

Question B.
Please list the activities developed during IYDP which your agency is committed to continue during FY 1982. Indicate order of priority, if possible.

Resopndents listed a total of 113 activities to be continued in FY '82. Of these activities, 65.5 percent (N = 74) fell in the three major categories of *awareness promotion, employment,* and *accessibility.* Awareness promotion included such activities as speech making, press releases, publications, and committee activities. Employment included the subcategories of affirmative action, career development, job accommodation, and review of work policies which adversely affect handicapped people. Accessibility items included buildings, restrooms, water fountains, and transportation.

In addition to the above categories, 11.5 percent (N = 13) of the IYDP activities to be continued were *services* for handicapped people such as recreation, musical competitions, medical care, vocational rehabilitation, and skill and production marketing. Most of the remaining activities (23%, N = 36) were mentioned only once.

Question C.
Please list all related activities which your agency is planning to initiate or expand during FY 1982 and FY 1983. Indicate order of priority, if possible.

Agencies indicated a total of 109 activities to be initiated or expanded during FY '82 and FY '83. The largest number of responses fell in the *employment, awareness, accessibility,* and *services* categories. A total of 73.4 percent (N = 80) of all responses fell in these four categories. Accessibility and direct services each received the same number of responses.

Five respondents indicated efforts would be initiated or expanded with the private sector and voluntary groups. Research activities were mentioned three times. Two respondents did not react because of funding uncertainties.

Of the remaining 16.5 percent (N = 18) activities, none were mentioned more than once. One respondent indicated no expansion or initiation of new activities to date.

Question D.
Please think about your agency's and the Federal government's policy, program, and approach to assisting disabled persons. Where are improvements most needed? How should they be made? Indicate order of priority, if possible.

A consistent theme running through many of the 74 responses to this question was a need for additional dollars to improve Federal policies, programs, and activities which assist disabled people. Respondents indicated that employment practices (particularly affirmative action and career development) and promotion of awareness need improvement. Responses falling into these three categories totaled 48.6 percent (N = 36).

Suggested affirmative action improvements included financial support, hiring incentives, hiring preferences, additional positions, and data bank information. To promote awareness, agencies suggested financial, White House, and management support, and the creation of a Central Office for Handicapped Concerns.

A total of 10.8 percent (N = 8) of the respondents indicated additional dollars were needed to strengthen services to the disabled, while 8.1 percent (N = 6) highlighted the need for private sector involvement. Research and accessibility were each mentioned three times (4.1%). Seventeen items were mentioned only once or twice (22.8%). One respondent stated that his agency was making optimal efforts.

Question E.
What were the primary means by which your agency analyzed existing programs and developed plans for future action?

In general, agencies with direct responsibility for conducting programs for disabled persons used varied and sophisticated analysis and planning techniques. Agencies with unrelated missions relied more heavily on an IYDP coordinator and, in many cases, a committee on the handicapped. Many agencies sought participation from disabled employees and worked closely with the internal personnel staff members who are responsible for recruiting, affirmative action, and equal employment opportunity programs.

One agency reported a series of formal workforce analyses to identify the specific locations and positions occupied by disabled employees. The analyses determined whether job requirements in other positions could be tailored to the abilities of disabled persons, and assessed the adequacy of physical facilities. Other agencies actively involved their field office in planning for improved programs and access for their handicapped constituencies.

Question F.
How were disabled consumers (including employees) actively involved in your agency's planning and policy development process?

The means cited most often for involving consumers was membership on agencies' advisory committees of handicapped employees and appointment of a disabled employee to serve on the Federal Interagency Committee. Several agencies actively sought the advice of consumer organizations. One sent draft policy statements to consumer organizations for review. Another worked with counterpart programs operating at other levels of governments and in the private sector. Some agencies also sought the involvement of disabled persons, their families, and disabled persons with particular kinds of expertise.

Some agencies with field offices or geographically dispersed operations enlisted local consumers in the planning and policy development processes. In general, the degree of consumer involvement depended on the availability of handicapped employees in decision-making positions.

Question G.
What means were used by your agency to increase the quantity and quality of information provided to the public (consumer groups, American and international communities, employees, etc.) about exemplary programs, research findings, technological innovations, and other items of interest to disabled persons?

Agency representatives responded that Federal awareness programs made the most significant contribution to IYDP, as reported under Question A above. The following list identifies several strategies used to distribute information during IYDP:

- A list of 450 consumer groups and related organizations was compiled, maintained, and used to disseminate information

- Special columns were published periodically in internal newsletters, newsletters prepared for public distribution, and in the national press.
- Technical assistance programs were expanded.
- Exhibits were created and displayed throughout the country.
- Film clips and public service announcements were made available to television stations as were tapes for radio broadcasts, including Voice of America.
- Library services were made available through local libraries.
- Meetings and/or exchanges of documents were arranged with foreign counterparts.

One agency's response summarized the intense level of awareness activities especially well — "Newsletters, press releases, speeches, personal appearances, ceremonies, displays, festivals, special days and events, demonstrations, training programs, and special emphasis on recruitments."

Question H.
In your opinion, should an organization such as the Federal Secretariat/Federal Interagency Committee be continued in order to help maintain and expand the progress made during IYDP? If not, what alternatives do you recommend, if any?

The responses were as follows:

Yes 19 No 16 Undecided 2

Those answering in the affirmative stressed that the Committee was an invaluable information and communication mechanism between government officials and agencies on disability topics. The Committee mechanisms allowed agencies to share achievements, plans, innovations, and coordination of arrangements with other Federal agencies.

Respondents generally answered negatively because they felt that fiscal resources are limited and the FIC, if perpetuated, might duplicate the efforts of other Federal organizations. Suggested alternatives included: IYDP activities should be strengthened and continued by individual agencies with existing FIC representatives; oversight functions should be shifted to the White House, out of the office of Mrs. Virginia H. Knauer, Special Assistant to the President, thereby maintaining a high level focus on disability issues; and an administrative mechanism should be established in the Office of the Surgeon General to provide government-wide focus on disability as a national public health issue.

Others recommended that the FIC be convened at least semi-annually and that FIC activities become part of the National Council on the Handicapped (Department of Education). Even those who responded negatively expressed the view that the communication function should be continued.

Question I.
If the Federal government were to initiate a multi-agency effort on behalf of disabled persons in the future, what improvements in mechanisms and processes over those used during IYDP would you recommend?

Agency level:

- Recognize private sector services and programs
- Establish an agency coordinator and an intra- and/or interagency committee with headquarters and regional representation
- Support high-level policy committees on disability topics
- Ensure administrative and top management support for a FIC representative by allotting sufficient time, workload relief, and resources

- Increase line management involvement by making specific assignments
- Clearly establish who or what office has the lead at the agency level
- Request agency efforts through a communication with Agency Directors by the President

Secretariat/FIC Level:

- Identify funding and staffing resources at the onset
- Develop a clearinghouse to establish policies, evaluate programs, and recommend budget levels for programs impacting on disabled people
- Consider an agenda for a multi-agency effort
- Set up a monitoring and evaluation system
- Involve more small agencies by sharing resources and ideas
- Require (by Presidential directive) the participation of agency heads in one or two meetings a year to secure initial and continuing commitment and support
- Focus more attention on practical issues such as barriers to law and code enforcement, goal-oriented hiring commitments in the private sector, and community support for independent living objectives.

Question J.
How do you rate the overall level of success of the Federal government's participation in IYDP?

Over 90 percent rated the Federal government's IYDP participation in such terms as "outstanding," "excellent," and "beyond all expectations."

IV. Disabled Consumer Participation Programs

Definition and Purpose

Disabled persons and the policies and programs of the Federal government should support the increased independence of disabled people, rather than dependency. Disabled people are taxpayers and voters; they participate both as recipients and as employees in the nation's massive private and public health, education, and social service delivery systems; and they are knowledgeable about the strengths and weaknesses of established service delivery systems.

As a legacy of the Federal Interagency Committee (FIC) to the Federal government and its handicapped constituency, a task force was established by the FIC to develop disabled consumer participation program options for consideration and adoption by Federal departments and agencies. Several members of the Committee documented programs within their agencies which involve disabled people in the development of program and administrative policies and strategies. The Task Force reviewed this material and developed recommendations for a consumer participation strategy for presentation to the FIC and to the Administration.

"Consumer participation" refers to the active involvement of disabled people in the making of policy and the administration of the programs which affect their lives. This includes the significant proportion of the population which is employed directly, or indirectly through direct payments, contractual, or grant support, by Federal government activities. Consumer participation refers to any structured attempt by an agency to actively involve disabled people in agency policies and programs — both in an external advisory role or internally as employees.

The Task Force determined that effective consumer participation is dependent on an administrative structure which supports the various functions or goals of consumer participation activities. This report documents the functions or components of an effective consumer participation program and several administrative structural models which support these functions, and it makes recommendations for the development and strengthening of consumer participation programs which involve disabled people in Federal agencies. The information is drawn from descriptions of already functioning consumer participation programs (see Appendix) and from the output of FIC work groups which discussed the various functions of consumer participation programs and ways of justifying these programs in terms of cost effectiveness.

Functions and Purposes

Disabled people are a significant proportion of the broad constituency of Federal programs. However, since disabling conditions are found in all segments of society (although to a larger extent in the elderly population and among disadvantaged people), virtually all Federal programs which affect most citizens also affect and are of particular importance to disabled people. This report focuses on areas in which the effect of government programs is perceived to be greatest for disabled people. The following general discussion describes the functions or purposes of consumer participation programs which are designed specifically to include disabled people.

Data Collection. Data sources on the incidence and needs of disabled people are not well developed. Therefore, data collection efforts should be linked to the largely invisible network of disabled persons to improve our knowledge about the extent and type of needed services. Disabled people themselves, because of their knowledge of their communities and the existing organizations and programs with which they are involved, can help identify and develop data sources on topics such as attitudinal, procedural, and architectural barriers; the identification of discriminatory practices;

consumer needs; health and safety issues; and service evaluation. Knowledgeable individuals and organizations should be placed on agency mailing lists and could be called upon for advice and recruitment efforts.

Simply involving a disabled person on an advisory board or as an employee in an agency's program is no panacea, of course. No individual can represent the large and diverse disabled population. However, one person is better than none. The consumer participation programs documented by FIC members demonstrate several approaches to effectively involving disabled people in program planning and administration. The effective involvement of disabled persons is the issue, and explains why the FIC felt the need to briefly document experiences with disabled consumer participation programs and activities.

Outreach, Information, and Education/Media Programs for Disabled People. Disabled people can help design and strengthen outreach programs to assure that these efforts are appropriate, and that they effectively reach people with all types of disabling conditions.

Planning, Development, and Coordination. Disabled people constitute a significant proportion (although often times underserved because of unique barriers) of the target populations of many government programs. The involvement of disabled people in the planning and development of these programs can help assure that the programs meet their needs and that disabled people learn about the existence of services. Coordination is included in this topic since the categorical nature of many programs makes it difficult to provide services effectively to the people who need them most. Additionally, an evaluation component should be built into the program during the planning stage.

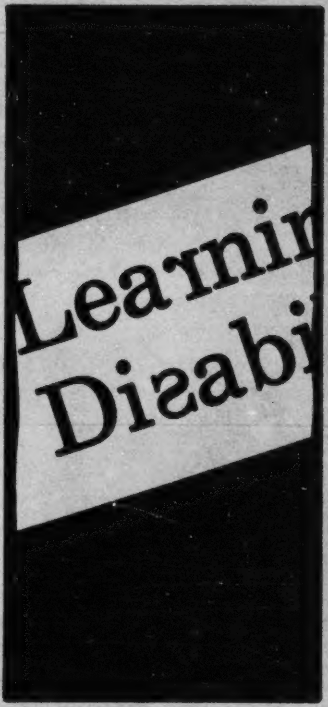
Program Evaluation. Despite an increasing trend for people to maintain more control over their own lives and to leave less to the discretion of "specialists" (witness the independent living movement and requirements for client/parent participation in the development of individualized rehabilitation and educational plans), the evaluation of programs and service delivery often is directed and conducted by professionals with the same orientation as those providing services. By including disabled people on advisory committees and in the evaluation design and implementation process, program evaluators may more accurately determine program impact on the lives of people receiving services

Employment. Consumers and government employees who are disabled should be informed of their rights for employment, training, and promotion. By participating in the design of recruitment, career development, and advancement opportunities, disabled persons will contribute their knowledge of employment needs and increase program effectiveness.

Accessibility. Accessibility problems vary by disability. By involving disabled people in the determination of agency priorities and the development of modifications to improve program and building accessibility, government managers can determine the most pressing needs of disabled people. Disabled people can be remarkably astute when it comes to stretching available dollars to cover a long list of practical accessibility needs.

Administrative Models

In reviewing and discussing these papers, the Task Force identified four administrative structures which effectively support consumer participation programs. These four model structures are briefly described below.



Interdepartmental Model. Many Federal agencies have designated units which are responsible for coordinating related programs, both within the agency and among other agencies or organizations with similar concerns. Often this function is situated at the level of the Secretary or Under Secretary.

For instance, the U.S. Department of Education's Handicapped Concerns Staff (HCS) report to the Deputy Under Secretary for Intergovernmental and Interagency Affairs, who in turn reports directly to the Secretary and Under Secretary of Education. The Deputy Under Secretary routes each standard, regulation, and policy which is likely to affect handicapped people to the Handicapped Concerns Staff for their review and comment. The needs and concerns of disabled people are, as a consequence, considered during the development of policy, thereby hopefully assuring that proposals are responsive to the needs of disabled people. HCS, through continuous communication with organizations of disabled persons, identifies the needs of disabled individuals for the Education Department, and maintains contact with state and local education agencies, colleges, universities, and educational organizations. HCS supports and provides guidance to the activities of the Department's Affirmative Action Program and the Handicapped Employees' Committee; develops and disseminates information for specialized audiences; and attends and conducts meetings with national, regional, and local organizations and individuals interested in the education of disabled Americans. This year the staff initiated a contract which provides interpreter and reader services for sensory impaired persons participating in program activities in the Department's headquarters and regional offices.

The Department of Housing and Urban Development (HUD) has a similar structure. The Special Advisor to the Deputy Under Secretary for Inter-governmental Relations coordinates all policy issues and guidance concerning disabled people in the Office of the Secretary. The Special Advisor, a political appointee, provides leadership which increases the visibility and persuasive powers of this coordinating function. The Special Advisor's structure has replaced HUD's Office for Independent Living, whose functions are now dispersed throughout the Department. This structure is relatively new at HUD, and may undergo further changes as working relationships are developed and as the reorganized activities of the old Office for Independent Living are evaluated.

The Special Advisor also has lead responsibilities for the agency's IYDP activities, serves as HUD's representative for all external interagency and nongovernmental activities relating to programs for disabled people. The Special Advisor has department-wide responsibility for technical assistance and public information on disability issues and for the development and implementation of related policies.

Personnel Program Model. A number of programs have been developed within the Federal government which are responsive to the specialized employment needs of Federal agencies and of special populations such as disabled people, minorities, veterans, and women. These established programs are interrelated with personnel functions.

OPM has a Selective Placement Programs Office, which provides technical assistance to agencies for developing and implementing effective methods for hiring, placing, advancing, and retaining handicapped persons within the Federal government. The Selective Placement Programs Office is under OPM's Office of Affirmative Employment Programs, which supports the equal and fair access of all citizens to employment opportunities within the Federal government. This Selective Placement Program for disabled employees provides guidance to selective placement coordinators located in personnel offices in Federal agencies and installations. It also coordinates its personnel program with other special emphasis programs.

For example, the Office of Selective Placement and the Federal Women's Program jointly sponsor a Disabled Women's Task Force which was organized in June of 1980 to address the special employment needs of disabled women in the Federal government. The Task Force demonstrates how existing resources and organizational structures can be used to develop a new program in a cost-effective manner. The Task Force addresses the special needs of disabled women employees, provides an opportunity to discuss common problems, and informs participants about available employment resources. The Task Force has discovered that many disabled women have little contact with or understanding of the goals of the women's movement, and do not identify as much with other women, with whom they have much in common, as they may with members of their particular disability group. Therefore, the Task Force meets a need by informing disabled women in Federal service about available services and career opportunities designed to assist women, by holding training sessions and conducting meetings in various agencies, and by sponsoring dinner meetings to provide disabled women with an opportunity to meet together informally to discuss topics of common interest. During the past year the Task Force sponsored OPM's first comprehensive analysis and report on statistical data on the employment of disabled women in Federal service.

Several agencies have disabled employee committees which advise management on the development of affirmative action plans. While the Department of Health and Human Services has handicapped employee committees in each of its principal operational components and staff offices, the Food and Drug Administration (FDA) has a "Commissioner's Handicapped Employees Advisory Committee" which can be considered a model because it annually develops a work plan for presentation to the FDA Commissioner. The Commissioner, who himself meets with the Committee twice a year, appoints an appropriate Associate Commissioner to work with the Committee on selected priority topic areas. For instance, last year a Task Force of the Committee reviewed physical accessibility regulations and assisted FDA and GSA to establish a priority to provide an accessible front entrance and rest room facilities in its central office, and to make those buildings accessible where disabled people are working. These modifications were made.

Although the Committee is provided staff support by FDA's Equal Employment Opportunity Office, its responsibilities and activities go beyond strictly internal employee concerns. It provides a unified and credible voice within FDA on a wide range of issues which affect disabled people, thereby increasing the agency's sensitivity to and awareness of the needs of *all* disabled people.

Consumer Affairs Program Model. Executive Order 12160, the Consumer's Executive Order, requires all executive departments to take specific, concrete steps to ensure that consumers' points of view are considered by managers. This activity receives staff support from the U.S. Office of Consumer Affairs and is coordinated by the Consumer Affairs Council, which is chaired by Virginia H. Knauer, Special Assistant to the President and Director of Consumer Affairs. Every department has a formal consumer affairs plan and staff. This organizational structure could provide a basis for consumer affairs activities which focus specifically on the needs of disabled people.

Handicapped Program Model. A number of departments include programmatic activities designed specifically for disabled people. The Rehabilitation Services Administration had a constituency involvement and advocacy program which included sensitivity training for RSA staff members; involved disabled people on peer review panels for RSA grant programs; worked with RSA's Client Assistance Program; held quarterly meetings of consumers, other constituency groups, and RSA managers to discuss VR issues of common concern; and helped state vocational rehabilitation agencies to implement a legislative mandate to involve consumers in state agency planning activities.

Summary. In September, the FIC formed work groups to discuss how consumer participation programs can be justified in cost effective terms. Although the members of the FIC commented on the difficulty of placing a dollar value on activities which assure citizens' equal and adequate access to government programs, they suggested that consumer participation programs are cost effective when they:

- identify aspects of poor program design, identify program duplication and overlap, and prioritize gaps in services. Consumer contributions can help save the cost of misdirected dollars and staff resources if programs do not deliver services which are acceptable to consumers.
- optimize the use of community resources; encourage volunteerism; and provide disabled people with an opportunity to develop the knowledge, skill, experience, and self-confidence they need to function independently.
- reduce the need to redirect poorly designed programs as a result of consumer participation in early program planning and evaluation.
- contribute to program design and help develop program credibility with consumer groups. Consumers are voters, and in recent years disabled people have learned how to influence the political process.

The Task Force discussed the strengths and weaknesses of the four model administrative structures described in this report. It concluded that placing responsibility for disabled consumer participation in an interagency office high in the management hierarchy creates the visibility and authority needed to assure the optimal effectiveness of consumer participation. The involvement of a highly placed executive management official can only increase the level of authority and visibility. The placement of this function within either a specific handicapped program office or within an office dealing solely with personnel or equal employment opportunity issues tends to isolate this function rather than integrating it into the overall mission and the broad range of programs within an agency. Wherever the function is placed, the Task Force feels that the needs of disabled people will not receive adequate attention unless at least one individual is assigned specific responsibility for addressing these concerns.

Effective consumer participation activities should cross program lines, since many of the problems faced by disabled people are related to the problems inherent in categorical programs. Secondly, consumer participation programs demand high level support and the commitment of agency and program administrators who have a genuine desire to improve the quality and equity of services and programs.

Recommendations. The following recommendations resulted from this activity:

1. Each Federal agency should develop a disabled consumer participation program which a) specifically includes disabled people and b) is consistent with the agency's own administrative structure and program purpose.
2. The Federal government should provide leadership at the highest level through an existing administrative structure which can assure that the disabled consumer participation programs adopted by each Federal agency are consistent in purpose and are committed in form and action. An individual should be assigned specific responsibility for guiding and coordinating all agency disabled consumer participation programs, reviewing and evaluating agency plans, and providing technical assistance to agency personnel administering these programs.

   An existing department or office which cuts across all departments and programs, such as the U.S. Office of Consumer Affairs, could provide this leadership.

   Program monitoring and evaluation is perhaps the most critical component or function of such an administrative structure. As a basic management strategy, activities supporting disabled people's participation in program planning and administration should be tracked against accomplishments so that government managers can build on these accomplishments and avoid ineffective strategies and programs.

Appendices

APPENDICES TO

REPORT TO THE PRESIDENT
INTERNATIONAL YEAR OF DISABLED PERSONS (1981)
FEDERAL INTERAGENCY COMMITTEE

I - Resolution Adopted by the General Assembly of the United Nations

II - Joint Resolution of the United States Congress

III - Summary Listing of Selected Agency/Departmental Actions

IV - Models of Consumer Participation

V - Federal Interagency Committee

VI - Follow-up

APPENDIX I

UNITED NATIONS
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RESOLUTION ADOPTED BY THE GENERAL ASSEMBLY

[on the report of the Third Committee (A/31/395)]

31/123. International Year for Disabled Persons

The General Assembly,

Reaffirming its deep-rooted faith in human rights and fundamental freedoms, the principles of peace, the dignity and worth of the human person and the promotion of social justice, as proclaimed by the Charter of the United Nations,

Recalling its resolution 2856 (XXVI) of 20 December 1971 proclaiming the Declaration on the Rights of Mentally Retarded Persons,

Recalling its resolution 3447 (XXX) of 9 December 1975 proclaiming the Declaration on the Rights of Disabled Persons,

Recalling its resolution 31/82 of 13 December 1976 on the implementation of the Declaration on the Rights of Disabled Persons,

1. Proclaims the year 1981 International Year for Disabled Persons, with the theme "full participation";

2. Decides to devote that year to the realization of a set of objectives, including:

(a) Helping disabled persons in their physical and psychological adjustment to society;

(b) Promoting all national and international efforts to provide disabled persons with proper assistance, training, care and guidance, to make available opportunities for suitable work and to ensure their full integration in society;

(c) Encouraging study and research projects designed to facilitate the practical participation of disabled persons in daily life, for example, by improving their access to public buildings and transportation systems;

(*d*) Educating and informing the public of the rights of disabled persons to participate in and contribute to various aspects of economic, social and political life;

(*e*) Promoting effective measures for the prevention of disability and for the rehabilitation of disabled persons;

3. *Invites* all Member States and the organizations concerned to give their attention to the establishment of measures and programmes to implement the objectives of the International Year for Disabled Persons;

4. *Requests* the Secretary-General to elaborate, in consultation with Member States, specialized agencies and the organizations concerned, and to submit to the General Assembly at its thirty-second session a draft programme for the International Year for Disabled Persons;

5. *Decides* to include in the provisional agenda of its thirty-second session an item entitled "International Year for Disabled Persons".

102nd plenary meeting
16 December 1976

APPENDIX II

Proceedings of February 2 and 3, 1981, Are Combined in This Issue.

Congressional Record

PROCEEDINGS AND DEBATES OF THE *97th* CONGRESS, FIRST SESSION

Vol. 127 WASHINGTON, MONDAY, FEBRUARY 2, 1981 *No. 18*

Senate

SENATE CONCURRENT RESOLUTION 4—CONCURRENT RESOLUTION RELATING TO THE INTERNATIONAL YEAR OF DISABLED PERSONS

Mr. DOLE (for himself, Mr. HATFIELD, Mr. RANDOLPH, Mr. STAFFORD, Mr. MOYNIHAN, Mr. BAUCUS, Mr. BENTSEN, and Mr. HEINZ) submitted the following concurrent resolution; which was referred to the Committee on Labor and Human Resources:

S. CON. RES. 4

Whereas a new era in recognition of human rights and universal respect for these rights has begun;

Whereas the United Nations General Assembly has declared 1981 as the International Year of Disabled Persons;

Whereas the United States has made great strides during the last decade in improving the lives of 35 million American citizens with physical and mental disabilities;

Whereas there is still much to be done to open doors for disabled persons;

Whereas the United States recognizes the need for further progress in strengthening public understanding and awareness of the needs and aspirations of disabled persons; and

Whereas the United States Council for the International Year of Disabled Persons is coordinating public and private participation during the International Year of Disabled Persons: Now therefore be it

Resolved by the Senate (the House of Representatives concurring), That it is the sense of the Congress that the President should take all steps within his authority to implement, within the United States, the objectives of the International Year for Disabled Persons (1981), as proclaimed by the United Nations General Assembly Resolution 31/123 of December 16, 1976, as well as the goals of the Federal Interagency Committee which coordinates the activities for the International Year of Disabled Persons within the Federal Government.

SEC. 2. The Secretary of the Senate shall transmit a copy of this concurrent resolution to the President.

● Mr. DOLE. Mr. President, today, along with Senators HATFIELD, RANDOLPH, STAFFORD, MOYNIHAN, BAUCUS, BENTSEN, and HEINZ, I am introducing a concurrent resolution on the international year of disabled persons, in 1981. My Kansas colleague, Congressman WINN, is introducing a companion resolution in the House. We are submitting these resolutions this week, in conjunction with the activities of the U.S. Council for the International Year of Disabled Persons and the Federal interagency committee. This week represents a kickoff for the activities that will follow during the course of this year in many communities throughout the United States. It is our hope that this resolution will serve to focus attention on the significance of 1981, as the 97th Congress proceeds to the legislative business of this session.

Since there is still a lot to be done to assist the needs of handicapped individuals within our society, I ask my colleagues to keep in mind possible legislative initiatives that could be taken to further assist disabled Americans in their efforts to join the mainstream of our society. Although we have made great strides in improving the lives of 35 million Americans, we can still create new opportunities for them.

PUBLIC AND PRIVATE SECTOR COOPERATION

Congress can pass laws that affect the handicapped in their everyday personal and professional lives, and it is always anticipated that such efforts on the part of the public sector will promote in a constructive way an understanding and awareness of the needs of disabled persons, as well as their potential contributions to the society in which they seek to participate. However, ultimately, it is up to the private sector to recognize the unutilized human resources available within our population and to harness these previously unleashed energies and talents to the good of the entire society.

In conjunction with this year, I would like to cite the tremendous cooperation and coordination that exists between the public and private sector here in Washington, D.C., working on behalf of the international year of disabled persons is the U.S. Council for the IYDP, which is a private organization that came into being in order to carry out the objectives of this special year. This dedicated group of individuals is working very closely with its counterpart in Government, the Federal interagency committee for the IYDP. These two organizations symbolize the efforts that ideally should be taking place throughout our society. Government can play an important role in promoting the interests of disabled Americans, but it is really up to the private sector to implement the signals given out by Government.

PROGRESS TO COME

Mr. President, we are now at a time in our Nation's history, when we can look back over the past decade and see the progress that has been made in recognizing the needs of 35 million disabled Americans, and addressing those needs. However, we cannot rest here and commend ourselves on the good work that has been done. There is much that remains to be done, and we must keep moving along the path we have begun.

During the last 10 or so years, we have witnessed the removal of many architectural and transportation barriers, which had previously put handicapped citizens at a disadvantage. They have experienced a vast improvement in mobility accompanied by increased opportunities to join the mainstream of our society. They have been able to participate in the work force and demonstrate what they are capable of doing, instead of having the emphasis placed on their limitations.

Despite all this progress in a positive direction, our society still has a long way to go in terms of overcoming certain attitudinal barriers that continue to exist. It is my hope that, working together, Government can send the right signals to further enhance opportunities for disabled Americans who deserve to have doors opened for them.

GOALS IN CONGRESS

Mr. President, as we set the goals we hope to accomplish during the 97th Congress, we should keep in mind any legislative opportunities that arise on the floors of both Houses of Congress, which could result in further progress for 35 million Americans who happen to be physically or mentally disabled. Once their path to opportunity has been facilitated, these individuals can join the mainstream of our society and demonstrate what they are capable of doing.

As members of Congress, we can accelerate the integration of our Nation's disabled citizens. Actions that we make on the Senate and House floors can have a tremendous impact on the quality of the lives that handicapped individuals lead in communities across the country. We should do everything in our power to continue to open doors that will permit full participation within our society. This year represents a new beginning for all of us in Congress. Let us accept the challenges that lie ahead and work to enhance the possibility of new beginnings for all of our country's citizens, keeping in mind that 1981 has been designated the "International Year of Disabled Persons", and that we should pay special attention to the needs and potential of handicapped Americans.●

Appendix III

SUMMARY LISTING OF SELECTED AGENCY/DEPARTMENTAL ACTIONS

Prevention and Rehabilitation

Prevention and rehabilitation activities promoted the prevention of disability and the rehabilitation of disabled persons. The Federal government actively initiated and promoted programs to eliminate the onset of accident, sickness, disease, and disability, and to rehabilitate disabled individuals and support their integration into their communities.

- The number of disabled volunteers was increased by approximately ten percent in 1981. (ACTION)

- Long-term efforts in independent living and other programs involving disabled people were initiated and supported with agency funds and in cooperation with other agencies. (ACTION)

- The National Electronic Injury Surveillance System (NEISS), a computer-based network of hospital emergency rooms, is a primary source of injury data. Data from NEISS and associated investigations are used to identify product-related hazards, to determine the role of various disabilities in injury patterns, and to help guide a broad range of activities. (Consumer Products Safety Commission)

- In-depth interviews between supervisors and disabled employees were used to establish individualized career plans for disabled workers. (Department of Defense)

- The National Institute of Handicapped Research made approximately 150 research grants and contract awards to universities, rehabilitation engineering centers, and special facilities for disabled people. Solutions are being sought to problems related to the prevention of disabilities and the rehabilitation of persons with handicapping conditions. The approximate cost is $30 million. These projects include:

  - Programmatic research on employment preparation for disabled persons

  - Evaluation research including an assessment of disabled people's attainment of independent living goals in independent living centers in California.

  - Development of a Braille communicator/telecommunicator for deaf-blind persons
  - Early intervention with at-risk and disabled infants
  - Use of technology to improve the capabilities of severely disabled people
  - Research in control and development of communication and other support systems for severely physically disabled people. (Department of Education)

- The Rehabilitation Services Administration, in conjunction with Projects with Industry, met with local and regional groups of business, industry, and rehabilitation programs. Programs included the improvement of employment and advancement opportunities for disabled persons, sensitivity training for able-bodied persons, and increased opportunities to exchange international experts on disability. (Department of Education)

- The Office of Human Development Services is establishing a policy review group which includes disabled consumers. (Department of Health and Human Services)

- A sensory feedback prosthesis for high-leg amputees was designed at Duke University in North Carolina to accelerate the training of amputees who are using prostheses. (Department of Health and Human Services/National Institutes of Mental Health)

- The National Institutes of Mental Health (NIMH), as a part of its efforts to combat the stigma of mental illness, conducted a special project to stimulate the hiring of mentally restored persons. A series of three pamphlets directed toward employers was published, and a videotape and a two-part radio program were developed for national distribution. NIMH cooperated with the National Restaurant Association's survey of its key membership to ascertain their employment policies and practices with respect to mentally restored and other handicapped persons. (Department of Health and Human Services/National Institutes of Mental Health)

- The National Institute on Alcohol Abuse and Alcoholism published a resource list of information on alcohol abuse among disabled people. (Department of Health and Human Services/Public Health Service)

- At numerous national seashore areas, special notices were developed to identify safety hazards and to explain safety regulations to hearing impaired and mentally retarded persons. (Department of the Interior)

- The Sensory Assistance Center displays the latest technological devices which can assist disabled persons to perform job tasks. This Center also gives frequent demonstrations to visitors and serves as a training center. (Department of Justice)

- The Disabled Veterans Outreach Program maintains a staff of disabled veterans in State Employment Service/Job Service offices in more than 100 of the nation's largest cities. The veterans locate jobless disabled veterans and inform them of their eligibility for education, job training, and employment benefits. (Department of Labor)

- A special review procedure assures that disabled applicants for Foreign Service appointments will receive full consideration. (Department of State)

- A report to Congress was issued on the employment of disabled individuals, including veterans, in the Federal government. It indicated which agencies are (and are not) in compliance with affirmative action mandates. (Equal Employment Opportunity Commission)

- The Office of Science and Technology reviewed the unlicensed use of low power transmitters for educational programs for hearing impaired persons. A teacher can use earphones and this system to boost auditory levels when speaking with hearing impaired pupils. A special permit for this system was issued to the Buffalo Philharmonic Symphony for use by hearing impaired individuals who attend concerts. (Federal Communications Commission)

- A Vehicle for Initial Crawling (VIC) was designed to help brain-damaged children learn to crawl. VIC slides along on air currents, which enables a disabled child to bear his own weight. (National Aeronautics and Space Administration)

- A new publication, "Technologies for the Handicapped and Aged," described inventions and adaptations from the Space and Aeronautics programs. (National Aeronautics and Space Administration)

- The President's Committee on the Employment of the Handicapped developed an interagency agreement to produce a "Careers in the Arts" publication. It features disabled people who are artists and art administrators or who are working in art related fields. (National Endowment of the Arts)

- Public Law 96-523 was implemented. The law authorizes the employment of personal assistants for disabled Federal employees who need special services to perform their official duties and related training and travel activities. (Office of Personnel Management)

- The President's Committee assisted with a Prevention Education Exhibit on mental retardation which was displayed in Georgia and Florida. (President's Committee on Mental Retardation)

- A Health Counseling and Rehabilitation Staff was initiated and charged with providing medical and rehabilitative services to employees recovering from on-the-job injuries. (Tennessee Valley Authority)

Demonstration Projects and Programs

The Federal government initiated numerous projects, activities, and policies to assist disabled persons in their physical and psychological adjustment to society. This effort includes providing disabled persons with proper assistance, training, care, and guidance services to support their employment, career development, and full integration into society.

- The Office of Policy and Planning provided training and technical assistance grants for disability related projects in local organizations. (ACTION)
- The Hazard Identification Analysis Directorate instructed agency field offices to collect specific information on certain product-related accidents involving disabled persons in 1981. (Consumer Products Safety Commission)
- A TTY Hotline telephone number for hearing impaired people was publicized. Regional offices and local organizations were encouraged to inform their constituents of its availability and importance. (Consumer Products Safety Commission)
- The National Bureau of Standards worked on various projects relating to disability. These included measurement of material characteristics for biomaterials (ceramics, metal, and polymers) used in prosthetic and/or orthotic surgical implants, development of local area computer networks and access methods for potential use in mobility-limited situations, and measurement of human motion for studying gait, sign language, and other gross motor motions. (Department of Commerce)
- State vocational rehabilitation facilities offered open house tours to the public during 1981 to demonstrate services provided to vocational rehabilitation clients. (Department of Education)
- A seminar, "Lessons from Public Law 480," appraised the results of 20 years of cooperative rehabilitation and development projects between the United States and 14 other countries. (Department of Education)
- The Vinland National Center in Loretto, Minnesota, was highlighted during the IYDP week of December 7-11. (Department of Health and Human Services/Human Development Services)

- The Center for Disease Control awarded a contract to Gallaudet College to design, implement, and evaluate a comprehensive health education program for parents of deaf children. The program develops special communication skills for both parent and child and provides health information. (Department of Health and Human Services/Public Health Service)

- The Food and Drug Administration expanded a model vocational program for developmentally disabled young adults at the National Center of Toxicological Research. This program provides vocational training and work experience for developmentally disabled young adults. (Department of Health and Human Services/ Public Health Service)

- A consumer meeting/workshop helped the Food and Drug Administration to expand services and to involve disabled persons in the decision-making process. Representatives of national organizations learned about the mission of the agency, identified existing information systems which the agency could use, and identified knowledgeable consumers to participate on FDA advisory committees. (Department of Health and Human Services/Public Health Service)

- A resource guide for disabled persons and veterans was researched, published, and disseminated to headquarters and field offices within the Food and Drug Administration. This IYDP publication serves as a resource reference for all employees providing services to disabled persons. (Department of Health and Human Services/Public Health Service)

- During the year members of a selected task force and the management and operations staff in the Food and Drug Administration developed procedures and policies for providing special services such as interpreters, reasonable accommodation, training, parking, transportation, and purchase of assistive devices. (Department of Health and Human Services/Public Health Service)

- A second class of deaf persons was trained to fill positions as Benefits Authorizers. The first class of trainees demonstrated that many hearing impaired persons can perform all of the necessary functions associated with the Benefits Authorizers position. (Department of Health and Human Services/Social Security Administration)

- The Office of Research and Statistics is testing alternative ways of promoting the rehabilitation of disabled beneficiaries. Possible means of purchasing rehabilitation services include: the use of private, non-profit rehabilitation agencies; contracting for employment of disability beneficiaries directly with industry; and services provided by state rehabilitation agencies. (Department of Health and Human Services/Social Security Administration)

- The Federal government funded a model "Playground for all Children" in New York City. This accessible playground, which serves disabled and able-bodied children, is a model for the rest of the country. (Department of the Interior)

- The Constitution Gardens' IYDP "Festival on the Mall" featured creative and performing arts, sports, and recreation, including a ten kilometer run for IYDP. (Department of the Interior)

- The National Park Service issued a directive calling for each National Park Unit to expand services for disabled visitors. (Department of the Interior)

- The Heritage Conservation and Recreation Service assisted Seattle, Washington, to serve disabled persons by improving accessibility to 36 indoor and outdoor recreational facilities. Community centers, pools, theaters, parks, picnic areas, camping facilities, urban trails, and crafts centers were made accessible to physically disabled people. (Department of the Interior)

- Under the targeted Job Tax Credit Progam, employers can receive a tax credit for hiring disabled individuals who are referred from vocational rehabilitation programs. (Department of Labor)

- The Coast Guard developed an audio-visual presentation of recreational boating guidelines for physically disabled persons. It is designed for educational use by boating organizations. (Department of Transportation)

- The construction of a new ferryboat for Governor's Island, New York, included accommodations for physically disabled persons. (Department of Transportation)

- A study entitled "Development of Priority Accessible Networks" is being implemented in three cities: Seattle, Washington; New Orleans, Louisiana; and Baltimore, Maryland. A design manual developed under a previous contract is being used to develop access routes between destinations frequently used by elderly and handicapped pedestrians. The routes will contain various features to guide and aid this group of pedestrians. (Department of Transportation)

- Four states were selected to receive technical assistance in planning transportation services for handicapped persons. This assistance will help local agencies to improve their ability to deliver services. It is part of the Urban Mass Transportation Administration's effort to improve mobility for handicapped persons through the development and dissemination of "best practices." (Department of Transportation)

- The vertical blanking interval (line 2) was reserved for TV captioning. The NBC and ABC broadcasting networks used this system voluntarily. The Federal Communications Commission also is reviewing a CBS request to use the teletext system for captioning. (Federal Communications Commission)

- Authority to use FM subcarriers to read books to blind persons is being continued. This system is similar to MUZAK, except that it supplies verbal rather than musical communication. (Federal Communications Commission)

- Novice amateur radio examinations for disabled persons will continue to be given by volunteers. (Federal Communications Commission)

- A combined Notice of Proposed Rulemaking and Notice of Inquiry regarding the possible authorization of teletext service is being considered. The proposal also considers Petitions for Rule-making (submitted by CBS, Inc., and the United Kingdom Industry Group, the organization that asked the FCC to adopt standards for teletext). (Federal Communications Commission)

- The concerns and viewpoints of disabled consumers of communications services are being obtained by providing audio tapes, sign language interpreters at meetings, and by developing links with disabled groups and organizations. (Federal Communications Commission)

- The recruitment and hiring of disabled persons was stressed. (Federal Deposit Insurance Corporation)

- Arrangements have been made in regional offices to train employers in sign language for the deaf. (Federal Energy Management Agency)

- USICA is recruiting disabled persons for domestic and Foreign Service positions. A Medical Waiver Review Committee was established during the Year to review individual candidates who fail to meet medical requirements for the Foreign Service. The Committee will recommend waivers when appropriate. (International Communications Agency)

- A Fiscal Year '81 Affirmative Action Plan for Handicapped Individuals and Disabled Veterans was developed. (Interstate Commerce Commission)

- The Library of Congress has developed and will continue to disseminate a guidebook on Braille production for other countries that are interested in expanding services to visually impaired persons. (Library of Congress)

- The "talking books" program for visually impaired persons provides recorded books and magazines on cassette tapes or records through 160 libraries in nearly all states. (Library of Congress)

- The National Library Services for the Blind and Physically Handicapped helped plan a "Symposium on Educating Librarians and Information Scientists." A special session was held with a panel of international authorities on services for visually impaired and disabled persons. (Library of Congress)

- A contest to discover computer-related inventions, entitled "Personal Computing to Aid the Handicapped," was sponsored by the Johns Hopkins First National Search. (National Aeronautics and Space Administration)

- The Office of Special Constituencies supported model projects to increase the art community's sensitivity and awareness to the needs of special populations. (National Endowment of the Arts)

- An interagency agreement with the Veterans Administration to set aside one-half of one percent of the construction cost (up to $50,000) for art in new and renovated medical centers is continuing. (National Endowment for the Arts)

- The Nuclear Regulatory Commission participated in the Conference of the President's Committee on Employment of the Handicapped in May, 1981. An exhibit was provided, job opportunities were discussed, and several inquiries on employment opportunities were received from qualified disabled individuals. (Nuclear Regulatory Commission)

- A current program allows disabled and elderly persons to purchase stamps by mail. (Postal Service)

- "Postal Alert" is a voluntary program, aimed at helping disabled and elderly customers, in which delivery employees keep an eye on mail receptacles marked with special stickers. If the mail is not picked up within a reasonable time period, the carrier notifies an official who checks on the customer. (Postal Service)

- The U.S. Postal Service, Veterans Administration, and the Baltimore, Maryland, Vocational Rehabilitation Center are jointly participating in a pilot project which provides postal employment to hospitalized severely handicapped veterans. This project, which was designed to be a model for government, private, and voluntary organizations, will be expanded to an additional site in 1982. (Postal Service)

- A joint venture with the Virginia Department of Vocational Rehabilitation to recruit and hire handicapped persons continues to be a success. One entire letter sorting machine crew is controlled and operated by 18 individuals with hearing impairments. (Postal Service)

- Over 1,300 demonstration projects were developed and implemented by VA Medical Centers and hospitals throughout the United States. For instance, a computer program system was designed to monitor architectural barrier removal progress, and the Office of Construction developed a manual on architectural accessibility for use throughout the agency. (Veterans Administration)

- A nationwide music contest was sponsored by the Veterans Administration in recognition of the talents of inpatients and outpatients. (Veterans Administration)

- The White House announced two programs in California to provide jobs for the disabled. These "Project Partnerships" are cooperative projects between business, government, and local disabled constitutent groups. (White House, Office of Consumer Affairs)

- A citizen participation program encouraged disabled citizens' involvement in the governmental decision-making process. Disabled consumers received information about the Federal agencies which reimburse consumers for participation in rule-making sessions, public hearings, and consumer education workshops and conferences, such as the National Low Income Consumer Conference. (White House, Office of Consumer Affairs)

Awareness

The International Year provided an opportunity to increase our understanding and awareness of the ability of disabled persons to participate in and contribute to the economic, social, and political life of our communities.

- The awareness campaign was a major factor in increasing special event activity during 1981. Networks were developed with disability organizations to raise awareness and participation in activities related to disabled persons. IYDP information packets were sent to all Regional and State offices across the country. News releases appeared in agency publications, newspapers, magazines and newsletter. (ACTION)

- Posters which project a positive image of disabled persons were displayed in headquarters and all regional offices. (Commodity Futures Trading Commission)

- Information and education programs developed by the headquarters office have included the needs of disabled consumers in program planning. Field staff in various regions have reported the following activities:

  - Braille fact sheets

  - Poison control information in large print for visually impaired persons

  - Audio tapes on product safety for the library network serving people with visual impairments

  - Materials have been developed by the Los Angeles Fire Department for blind and visually impaired persons.

  - "A Guide to C.P.S.C. Factsheets for the Handicapped," which describes a barrier-free environment, has been developed in conjunction with voluntary organizations representing retarded citizens. (Consumer Products Safety Commission)

- An interagency advisory committee on development and training developed workshops, exhibits, and films on the training needs of disabled employees of the Federal Government. (Department of Agriculture)

- A conference entitled "The Supervisor and the Disabled Person" was planned and hosted in cooperation with the Office of Personnel Management. The Department also arranged for an all-day exhibit of special equipment available to disabled persons. (Department of Agriculture)

- A policy statement was issued to all employees stating the Secretary's support of the Department's plans and activities. (Department of Commerce)

- Six hundred program coordinators for disabled employees were designated across the country. (Department of Defense)

- A model contract was developed to provide interpreter and reader services for Department employees and persons attending conferences and training sessions sponsored by headquarters and regional offices. (Department of Education)

- The Clearinghouse on the Handicapped provides information on a wide range of topics and concerns. Its information base is especially strong in Federal legislation, funding, and programs for disabled people. It provided information about IYDP activities during the Year. (Department of Education)

- A public forum on "The Place of Disabled Persons in Our National Economy" was co-sponsored by the National Council on the Handicapped and the President's Committee on Employment of the Handicapped. (Department of Education)

- A two-week seminar commemorating the 20th anniversary of the Special Foreign Currency program was sponsored jointly by the National Institute of Handicapped Research and the World Rehabilitation Fund. The seminar focused on the application of recently developed rehabilitation techniques and processes which emerged from the cooperative efforts of institutions in the United States and in 14 other nations. (Department of Education)

- The Rehabilitation Services Administration sponsored various exhibits and seminars in Federal office buildings. (Department of Education)

- Region V in Chicago developed display units for the region's IYDP activities to be used at conferences, meetings, and seminars. This display was available to all participating Federal agencies. (Department of Energy)

- Regional offices organized "Barrier Awareness" days with extensive media coverage in various locales across the country. On these occasions, city officials, Federal agency managers, and staff members assumed the role of disabled persons for a day. (Department of Health and Human Services)

- "Endependence" Management Awareness Training Program was held on November 20. A three hour program featured a simulated job interview; a talk on accommodation by Dr. Kali Mallick, Director, Job Development Laboratory, George Washington University; and a program by the Gallaudet Dance Company. (Department of Health and Human Services/Health Care Financing Administration)

- A two-day film festival was held November 3 and 4 to increase awareness of the needs and capabilities of disabled people. Nearly 200 people viewed 11 films. (Department of Health and Human Services/Human Development Services)

- A week long celebration of IYDP was held December 7-11 in the lobby of the Humphrey Building. It featured exhibits; a series of programs using mime, puppetry, and music; and a plant sale by the Melwood Horticultural Training Center. Approximately 600 people participated in the event. (Department of Health and Human Services/Human Development Services)

- A Health Resources Administration Task Force drafted recommendations to increase numbers of disabled persons in health profession schools and reduce barriers to their entry to health related occupations. (Department of Health and Human Services/Public Health Service)

- The National Institutes of Health developed awareness training for the NIH supervisory training program. (Department of Health and Human Services/Public Health Services)

- The Braille Service Unit in the Social Security Administration serves visually impaired persons who prefer to receive letters and notices in Braille. (Department of Health and Human Serivces/Social Security Administration)

- The Social Security Administration and Health Care Financing Administration co-sponsored a one day management training awareness program, "Ability Counts," on June 16, 1981. Over 300 managers attended this program, which featured an employee-supervisor panel, demonstrations of types of accommodations, and exhibits. (Department of Health and Human Services)

- Forums were held with HUD-funded organizations to inform them about IYDP and to encourage their efforts in meeting the needs of disabled persons. (Department of Housing and Urban Development)

- Additional copies of "A Matter of Independence," a booklet describing the use of model homes to meet the special housing needs of disabled people, were purchased. (Department of Housing and Urban Development)

- A three-minute video tape was incorporated in a traveling exhibit on independent living and housing for disabled people. This exhibit was displayed at major conventions. (Department of Housing and Urban Development)

- At the White House Consumer Conference in August, three workshops were devoted to disability issues: Affordable Housing for Low-Income Consumers, Independent Living for the Elderly, and Independent Living for the Disabled. (Department of Housing and Urban Development)

- In Boston, Massachusetts, "Summer Fest" brought together over 30,000 disabled and able-bodied persons to experience a wide variety of recreational activities, including canoeing, horseback riding, sailing, theatre, and musical performances. The coordinator was on loan from the U.S Fish and Wildlife Service. (Department of the Interior)

- Awareness sessions were presented which focused on attitudes, accommodations, and various employment opportunities and procedures in the Federal government. (Department of Labor)

- The State Department participated in "Operation Horseshoe," which involved 12,000 Canadian and American volunteers who formed a giant human horseshoe around Niagara Falls to symbolize the world-wide commitment to IYDP. (Department of State)

- On behalf of the Federal Interagency Comittee, the State Department, in conjunction with the President's Committee on Employment of the Handicapped and the People-to-People Committee, sponsored the official United States IYDP "kickoff" in February. The event honored disabled athletes participating in "Around the World in '81." (Department of State)

- Under the sponsorship of the Federal Highway Administration's National Highway Institute (NHI), six different training courses were conducted in FY 1981 that included discussions of the transportation problems of elderly and handicapped persons. These courses presented a total of 50 presentations to approximately 1,615 attendees. (Department of Transportation)

- During 1981 the Federal Aviation Administration conducted seven cabin safety workshops for disabled people with airline industry personnel. These workshops were attended by union and management personnel, emergency procedures instructors, engineers, pilots, and technical experts representing 22 U.S. airlines and three foreign airlines. (Department of Transportation)

- Ideas on how the media can be more responsive to the disabled community were published in "Tele-Consumer." (Federal Communications Commission)

- Recruitment of disabled employees was emphasized. All managers and supervisors were familiarized with the objectives of IYDP, and the Agency presented a Handicapped Employee Award during 1981. (Federal Emergency Management Agency)

- The Commission conducted awareness training for supervisors, appointed disabled persons for summer employment, and restructured positions to accommodate disabled people. Commission representatives also met with other agencies to share ideas for the improvement of disabled employees' working conditions. (Federal Maritime Commission)

- An "Information Campaign" was conducted during the Year with organizations and schools which work with disabled people. (Federal Trade Commission)

- An International Art Show which displayed art exhibits by disabled people was held early this year to publicize IYDP. It was sponsored jointly with the Sister Kenny Institute. (General Services Administration)

- The USICA IYDP Coordinating Committee, which was formed in 1980, increased the number of media products and integrated the general subject area into agency program activities. The Voice of America provided extensive media coverage during the Year. The Press and Publications Division produced one IYDP picture story and a story package for use by posts during the Year. (International Communications Agency)

- Managers and supervisors at all levels received training to foster awareness of the employment capabilities of disabled people. (Interstate Commerce Commission)

- The National Library Services for the Blind and Physically Handicapped produced a Braille IYDP Calendar which was available at no cost to eligible users of State Libraries for the Blind. (Library of Congress)

- At the annual Equal Employment Opportunity Conference in February, the Presidential Proclamation on IYDP and informational material on hiring individuals with specific disabilities were made available to participants. In addition, employees were briefed on hiring procedures and special devices to accommodate disabling conditions. (National Credit Union Administration)

- Two new guides were produced in cooperation with the National Acess Center: "Arts Accessibility for the Deaf" and "Accessible Fashions." (National Endowment for the Arts)

- A statistical analysis was published on the employment pattern of disabled female employees, "Severely Disabled Women in the Federal Work Force." The report was prepared in conjunction with a training course on career development. (Office of Personnel Management)

- The St. Louis Healing Community held an IYDP Access Sunday with over 1,000 religious leaders from the area. This observance focused on the acceptance of disabled persons by their congregations and the need for physical accessibility in houses of worship. (Office of Personnel Management)

- A commemorative postage stamp was issued in observance of IYDP. The IYDP stamp poster was displayed in the lobbies of United States Post Offices nationwide. (Postal Service)

- The President's Committee on the Employment of the Handicapped sponsors several awards programs each year which honor persons and organizations who give distinguished service to disabled persons. (President's Committee on the Employment of the Handicapped)

- An IDYP public service announcement received $5.6 million worth of public service air time from American television stations. Two additional IYDP public service announcements, and two still graphic slides, were released in April, 1981. (President's Committee on Employment of the Handicapped)

- A publication, "IYDP Ideas," featured IYDP-related news clippings from newspapers across the country. (President's Committee on the Employment of the Handicapped)

- An exchange of paintings by physically and mentally disabled persons was made between France's Personnes-Images and the President's Committee on Mental Retardation. The paintings were exhibited in both France and the United States. (President's Committee on Mental Retardation)

- The Securities and Exchange Commission pooled its IDYP efforts with the Department of Labor and the General Services Administration. Activities included equipment demonstrations, speakers on the subject of disability, and the presentation of films on the accomplishments and abilities of disabled persons. (Securities and Exchange Commission)

- A training session called "Break Through" outlined management's responsibilities for accommodating handicapped individuals. Senior executive staff and other management officials from both inside and outside the agency attended. (Securities and Exchange Commission)

- Sixteen different disability awareness sessions were held for Smithsonian staff, Metropolitan, D.C. area museum staff, and museum visitors. (Smithsonian Institute)

- A four-part lecture series entitled "Famous Americans Who Were Disabled" was presented in the spring. In addition, a series of special performances was followed by informal discussions with performing artists who were either disabled or sensitive to the needs of disabled persons. This program was made available to disabled and non-disabled children through school programs. (Smithsonian Institute)

- Awareness training on the abilities of handicapped persons and/or the selective placement of disabled persons in the work force was provided to managers, supervisors, and co-workers. (Tennessee Valley Authority)

- A study dedicated to the reasonable accommodation of handicapped persons in employment begins in 1982. (U.S. Commission on Civil Rights)

- A seminar entitled "Civil Rights Issues of Handicapped Americans: Public Policy Implications" was held and several papers were presented on civil rights and job barriers. (U.S. Commission on Civil Rights)

- Twenty-four IYDP radio spots and one TV spot were produced and distributed to 6,200 stations. (Veterans Administration)

- The first "National Veterans Wheelchair Games" were held in Richmond, Virginia, September 18-20. Events included billiards, track and field, slalom, table tennis, swimming, and weight lifting. (Veterans Administration)

- The President and Mrs. Reagan supported and participated in various programs of benefit to disabled citizens, such as the Annual Easter Seal Campaign Kick-Off, the March of Dimes Poster Children Reception, the Scholastic Achievement Award presentation to blind students, the National Muscular Dystrophy Association Fund Raising Campaign Kick-Off, and many other activities. (White House, Office of Consumer Affairs)

- The Director of the Office of Consumer Affairs represented the President at federally-sponsored activities. It focused on Federal IYDP activities in its "Dear Consumer" publication. (White House, Office of Consumer Affairs)

- The White House endorsed, stimulated, and supported efforts of the Federal Interagency Committee. (White House, Office of Consumer Affairs)

- IYDP was highlighted through existing public affairs mechanisms directed at state and local consumer protection offices and consumer community organizations. (White House, Office of Consumer Affairs)

Program Accessibility and Research

The Federal government supported research and implementation projects which helped disabled persons to participate in the daily life of their communities.

- National organizations of architects were encouraged to develop educational programs on barrier-free design for the architectural community. The National Council of Architectural Registration Boards was asked to include more information and questions about barrier-free designs in the certification exam for architects. (Architectural and Transportation Barriers Compliance Board)

- A variety of equipment, information, and simulations was offered to help eliminate real and imagined barriers affecting disabled workers. (Central Intelligence Agency)

- The National Telecommunication and Information Administration contracted with an outside organization to investigate the commercial potential of electronic mail service for hearing impaired individuals. This study builds on a Department of Education project which designed trial electronic mail services for hearing impaired persons. The construction of a national computer controlled system or network would promote the integration of hearing impaired persons into society. (Department of Commerce)

- A planning report, "Measurement Standards for the Handicapped," was published by the National Bureau of Standards. It discussed IYDP opportunities, such as plans to serve as a reference laboratory for the resolution of critical problems related to measurement, methods, standards, data, and technological development in the areas of building performance standards, fire and building safety standards, materials performance characteristics, product safety and performance, computer-aided control, and communication. (Department of Commerce)

- A number of buildings under the control of the Department of Defense are being made accessible to disabled persons. (Department of Defense)

- The "Air Force Project" demonstrated the employability of handicapped individuals. Students with disabilities received training and job experience at the 4787th Air Base Group in Duluth, Minnesota. The program was directed by the Coordinator of Selective Placement with the cooperation of the Duluth School System. As a result of a positive evaluative review of the project, the school system is completing an audio/visual presentation to be used by schools, counselors, and administrators as a teaching aid. (Department of Defense)

- A monograph on the international economics of disability was published. (Department of Education)

- A task force worked with the Facilities Management staff on physical access problems. It reviewed all owned, leased, and rented FDA facilities; established priorities; and determined which facilities needed modifications. As a result, the Office of Equal Employment and Civil Rights, working with the Handicapped Employees Advisory Committee, established permanent management policies to guide management decisions on physical and information access issues. (Department of Health and Human Services/Food and Drug Administration)

- Eight individuals (six percent of all new employees) with EEOC-specified disabilities were employed. The Agency also expanded its unpaid training work experience to include 14 disabled young adults. (Department of Health and Human Services/Food and Drug Administration)

- A voluntary self-identification survey was disseminated so that disabled employees could be informed about special protections, services, and opportunities. (Department of Health and Human Services/Food and Drug Administration)

- At the beginning of 1981, 267 Social Security Offices were identified as inaccessible. Now all but ten (which have work orders) are accessible. (Department of Health and Human Services/Social Security Administration)

- The Commissioner signed a decision memorandum in July which made it possible for qualified blind individuals to train for and be appointed to Claims Representative positions. They previously were ineligible for such appointments. (Department of Health and Human Services/Social Security Administration)

- The National Institutes of Health, in conjunction with the University of Washington, improved dental care for children with cerebral palsy by developing a head stabilizer. (Department of Health and Human Services)

- The U.S. Public Health Service Hospital at Carville, Louisiana, developed a technology which detects vascular insufficiency in Hansen's disease (leprosy) victims. This research, which has application for other diseases in which vascular insufficiency results in debilitating conditions, is being used in the rehabilitation of Hansen's disease victims. (Department of Health and Human Services)

- Agency policy on accessibility was implemented. Procedures and a survey form to ensure accessibility were developed. (Department of Health and Human Services/Health Care Financing Administration)
- The Assistant Secretary met with the HHS Handicapped Employees Advisory Committee in late October to review the Committee's work plan for the year. Periodic reports to the Assistant Secretary are being prepared. (Department of Health and Human Services/Human Development Services)
- The Office of the Assistant Secretary of Health developed an accessibility evaluation checklist for primary care facilities. It is for use by grantees. (Department of Health and Human Services/Public Health Service.)
- $70.1 million were earmarked to finance 1,613 units of housing specifically for disabled persons. This figure represents an increase of $7 million over the previous year. (Department of Housing and Urban Development)
- Disability-related functions were elevated from the Office of Independent Living for the Disabled to the Office of the Secretary. (Department of Housing and Urban Development)
- IBM "talking typewriters" were purchased for visually disabled typists to increase their ability to handle job requirements. (Department of Justice)
- Employees, managers, and supervisors received training in basic sign language. (Department of Justice)
- A Sensory Assistance Center was established to assist visually handicapped employees to perform job tasks. A special program was designed to increase the communication capability of hearing impaired persons. Special devices to promote access to department facilities were installed. (Department of Justice)
- The International Labor Office sponsored a resolution concerning disabled persons which was unanimously adopted at the 1979 International Labor Conference. It stresses the collection of documentation on legislation, experience, and research on the vocational rehabilitation of disabled persons in member countries. (Department of Labor)

- Admission standards for entrance into the Foreign Service have been amended so that persons with physical disabilities may be considered for possible appointment and overseas service. (Department of State)

- A new wheelchair ramp at the Main entrance and an automatic door at the Diplomatic entrance make both public entrances to the State Department accessible. All public elevators were modified. The Department mandated that all United States Embassies be made accessible. Foreign Service Buildings in 17 cities have been modified or modifications are underway. (Department of State)

- A three volume report, entitled "Provisions for Elderly and Handicapped Pedestrians," describes the pedestrian environment and suggests ways to improve its accessibility to elderly and handicapped persons. A study identified major hazards, accident causes, and barriers experienced by elderly and handicapped persons and field tested possible solutions. Major legislation of the last three decades is examined in detail. (Department of Transportation)

- The study report, "The Feasibility of Accommodating Physically Handicapped Individuals on Pedestrian Over- and Undercrossing Structures," describes the problems of accommodating elderly and physically handicapped persons on such structures. Cost effective retrofitting and design guidelines to increase access are described. The study recommends additional design evaluation of ramp lengths and gradients which effect access and maneuverability. (Department of Transportation)

- The Federal Aviation Administration amended the Federal Aviation Regulations on June 21, 1981, to allow flexible travel canes to be stored safely within reach of blind passengers. In addition, the amendment provides that the air carrier must make information available to the public regarding any procedure it establishes relating to the air carriage of persons who may need evacuation assistance. The amendment also requires air carriers to provide the public with information on such procedures at their airport service centers. (Department of Transportation)

- The Associate Administrator for Administration has an objective to "develop employment and training programs to support the agency's goals in employing and advancing handicapped, minorities, and women employees and programs for contracting through the Department's Minority Business Enterprise program." (Department of Transportation/Federal Aviation Administration)

- A significant number of interstate highway rest areas were made accessible to disabled persons. The states identified the areas in need of modification and completed plans and schedules to meet the accessibility guidelines. (Department of Transportation)

- A manual entitled "Accessibility Networks for the Elderly and Handicapped" was field-tested. The field test examined the manual's usefulness in providing information about accessibility and how to achieve it. (Department of Transportation)

- Bureau coordinators for the Employment of the Handicapped worked with their respective training staffs to develop awareness sessions for managers and employees. (Department of the Treasury)

- The Commission published a report, "Employment of Handicapped Individuals, Including Disabled Veterans." This report summarized affirmative action programs for disabled persons in the Federal government and described Federal agency progress in creating an equitable environment for disabled applicants and employees, including disabled veterans. (Equal Employment Opportunity Commission)

- Organizations and individual members of the disabled community were invited to file comments and attend Commission meetings. Interpreters and an audio loop for hearing impaired people and special seating for blind consumers and those with other physical disabilities were provided. (Federal Communications Commission)

- During 1981, the Federal Communications Commission actively studied and sought public comment on the following:

    - Comparability of the amplified telephone with hearing aids

    - Rate structures for the use of teletypewriters for the deaf (TTYs)

    - Cost and availability of communications equipment

    - Comparability of specialized computer terminals and teleprinters with standard communications systems (Federal Communications Commission)

- A work force analysis determined appropriate placements for handicapped employees. (Federal Energy Management Agency)

- The Public Building Service (PBS) played a lead role in developing a single "Uniform Federal Accessibility Standard" to reduce confusion about standards. PBS also began a voluntary retrofitting program to make older Federal facilities acessible. (General Services Administration)

- An accessible Visitor's Information Center was constructed that contains special programs for sensory impaired individuals. (National Aeronautics and Space Administration)

- Ames Research Center developed a liquid cooling garment for astronauts which is being adapted for use by people with spinal cord injuries who need help to regulate body temperature. (National Aeronautics and Space Administration)

- A model project grant was awarded to the Mark Taper Theatre Forum in Los Angeles to develop programs which are accessible to hearing impaired people. As a result of this consciousness-raising project, the Taper staff produced a new play, Children of a Lesser God, which subsequently received three Tony Awards. (National Endowment for the Arts)

- Opera Americia provided a consultant and mini-awards to opera companies to ensure that their productions are available to people with disabilities. As a result many opera companies are providing audio cassettes to help prepare visually disabled individuals for performances, arranged for sign language interpreters, and planned increased space for wheelchair seating. (National Endowment for the Arts)

- A museum advisory task force composed of museum professionals including disabled persons studied the problems of access for disabled visitors. (National Endowment for the Arts)

- The National Academy of Sciences Building and the Joseph Henry Building are being made accessible to mobility and sensory impaired persons. (National Research Council)

- A booklet entitled "Applicant EEO Data Systems in State and Local Government" was published. It describes the collection and maintenance of data on handicapped applicants. (Office of Personnel Management)

- Legislation authorizing the employment of readers for blind employees, interpreters for deaf employees, and personal assistants for otherwise disabled employees of the Federal government is now public law. (Office of Personnel Management)

- The Cooper-Hewitt Museum of New York City and the President's Committee on Employment of the Handicapped developed a museum guide to emphasize accessibility for disabled persons. (President's Committee on Employment of the Handicapped)

- In areas where temporary offices have been set up to service disaster victims, special accommodations for the handicapped such as home visits by agency personnel are provided. (Small Business Administration)

- Standards are being developed to measure compliance with the requirement that Federal contractors accommodate and employ disabled persons. (U.S. Commission on Civil Rights)

- A film entitled "Equal Access", which depicts a wheelchair patient attempting to function in "usual" and barrier-free environments, was produced. (Veterans Administration)

APPENDIX IV

MODELS OF CONSUMER PARTICIPATION

A. HANDICAPPED CONCERNS STAFF

DEPARTMENT OF EDUCATION

Information Provided by Chet Avery
Director, Handicapped Concerns Staff

Background

The Handicapped Concerns Staff (HCS) assists the U.S. Department of Education to increase educational and employment opportunities for handicapped persons throughout the United States. It is located in the Education Department's Office of the Deputy Under Secretary for Intergovernmental and Interagency Affairs, where it provides the Under Secretary and the Secretary of Education with advice on the removal of regulatory, physical, administrative, and attitudinal barriers throughout all Education Department programs to make them responsive to the needs of disabled individuals. An integral part of the HCS function is to identify the needs of disabled individuals for the Education Department and state education agencies, local education agencies, colleges, universities, and educational organizations.

Functions and Activities

The HCS, which has a Director and three staff members, works to:

- Provide advisory or consultative services to intra- or intergovernmental committees, task forces, and other organizational groups involved in the development of educational and employment policies, programs, and procedures which may affect disabled Americans;

- Review all departmental policies, regulations, and reports to Congress which impact upon handicapped persons;

- Provide staff support to the Deputy Under Secretary for Intergovernmental/Interagency Affairs, who represents the Secretary on the Interagency Committee on Handicapped Employees (established by Section 501 of the Rehabilitation Act of 1973, as amended), which oversees the Affirmative Action Program for handicapped persons in the Federal Government;

- Provide staff support to the Handicapped Employees Committee, to a work group of hearing-impaired ED employees, and to review Affirmative Action Plans for disabled employees in the Department;

- Manage a contract to provide interpreters and readers for sensory-impaired persons participating on advisory committees, panels, and other program activities in headquarters and regional offices of the Department;
- Conduct briefings and workshops on ED policies and programs of interest to disabled persons in cooperation with the Public Participation and Consumer Affairs and other Special Concerns Staffs;
- Identify Education Department and other related Federal programs that are of special interest to handicapped Americans, and to maintain and continually update information on these activities;
- Disseminate and retrieve information and perspectives on policies, programs, and procedures of the Education Department which affect handicapped citizens, including information on the right of disabled Americans to obtain educational services or to seek employment in the educational system;
- Plan, provide, and conduct national, regional, and local meetings with organizations and individuals interested in the educational concerns of disabled Americans;
- Act as a departmental liaison with handicapped citizens and organizations of and for disabled Americans and to identify educational needs of handicapped populations.

Accomplishments and Critical Components

Probably the most important single factor guaranteeing this program's effectiveness is its placement under the Deputy Under Secretary for Intergovernmental and Interagency Affairs in the Department of Education. The Deputy Under Secretary routes every standard, regulation, and policy which is likely to affect handicapped people to the Handicapped Concerns Staff for their review and comment. As a result, the needs and concerns of disabled people are considered during policy development, thereby assuring that proposed changes are responsive to the needs of disabled people and eliminating the need for special programs.

In addition, the staff develop special projects. For example, a cooperative agreement developed by HCS between several operating components within the Education Department assures that disabled students have access to the various programs which provide financial support for higher education. An example of the flexibility and broad reach of the Handicapped Concerns Staff is the contract which HCS developed and manages to provide interpreters and readers for sensory-impaired persons participating in any department-sponsored activities throughout the nation. Obviously, adequate staff and program resources are required for the program to succeed.

B. SPECIAL ADVISOR TO THE DEPUTY UNDER SECRETARY FOR INTERGOVERNMENTAL RELATIONS

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

Information provided by John Putman, Special Advisor

Background

In June of 1981, the functions of HUD's Office of Independent Living (OILD) were elevated to the Office of the Secretary under the direction of the Special Advisor to the Deputy Under Secretary for Intergovernmental Relations. All policy issues and guidance concerning disabled people are coordinated by the Special Advisor through the Office of Intergovernmental Relations. This new arrangement raises the functions of the Independent Living Office to the Office of the Secretary, and coordinates and broadens the scope of HUD's disability-related activities. For instance, the OILD staff are now dispersed (with similar functions) to various programmatic functions within HUD. OILD staff previously totalled nine people; the new program allows for flexible staffing in response to special initiatives.

Functions and Responsibilities of the Special Advisor

IYDP. The Special Advisor is HUD's representative to the Federal Interagency Committee and Chairman of HUD's committee for the International Year of Disabled Persons.

Representation. The Special Advisor is HUD's representative, for the Secretary, to the President's Committee on Employment of the Handicapped and the President's Committee on Mental Retardation, and serves as HUD's representative to the National Council on the Handicapped.

Interagency. The office is responsible for HUD's role in developing the National Plan for Chronically Mentally Ill, the Joint HUD/HHS Report required by the Mental Health Systems Act of 1980, and Long Term Care Initiatives.

Accessibility. The Special Advisor is HUD's liaison to the Architectural and Transportation Barriers Compliance Board; and is a representative to the Uniform Federal Accessibility Standards Task Force. The Special Advisor oversees HUD compliance with the Architectural Barriers Act of 1968. In addition, the Special Advisor is responsible for departmental and nationwide implementation and technical assistance for Section 504 regulations, and works with the Assistant

Secretary for Fair Housing and Equal Opportunity to oversee compliance with Section 504. The Special Advisor has lead responsibility for the development of relevant regulations.

Technical Assistance and Public Information. The Special Advisor is developing and implementing a comprehensive national technical assistance program in support of Section 504 implementation. The effort is being planned for satellite communication to all HUD field offices, to all recipients affected by 504, and to consumer organizations and individuals throughout the country. HUD is assembling a syllabus for use by other Federal departments to broaden the usefulness and impact of the programming. The use of satellite facilities is expected to increase coverage and to reduce the expected costs of the planned technical assistance effort.

The office assists all HUD Central program offices by interpreting regulations, providing technical assistance on accessible design, advising on special needs of disabled people, and incorporating coverage of disabled people into relevant program materials and requirements. In addition, materials presenting technical information on HUD programs and on accessibility requirements are planned and produced, and disabled consumers, advocacy groups, local governments, and housing and service groups are provided with technical information on HUD programs and requirements.

The office compiles and disseminates technical information on accessibility design standards, HUD regulations regarding accessibility, Federal legislative requirements, interpretation of HUD policies, and details of HUD programs. The office maintains an active program of public information that responds to incoming inquiries and initiatives mailings to approximately 20,000 organizations and individuals. In addition to publications prepared as part of the technical assistance program, the Special Advisor develops publications providing general information on HUD programs and collects appropriate publications developed by; other agencies and organizations.

Policy. The Special Advisor has department wide responsibility for the development and implementation of policies to ensure that HUD programs respond quickly and effectively to the needs of handicapped people. The Special Advisor and his staff work closely with generic program and policy offices throughout HUD and review all HUD programs for their impact on disabled people.

Consumer Participation. The office serves as a contact point for consumers on disability issues and coordinates responses with other program offices.

Major Accomplishments

HUD has streamlined the handicapped policy process by elevating the functions of the Office of Independent Living for the Disabled (OILD) into the Office of the Secretary via the Deputy Under Secretary for

Intergovernmental Relations. Through this streamlining, a commitment has been made by HUD to: 1) improve the accuracy of internal data on occupancy of housing by the disabled; 2) develop local and state partnerships and local housing needs assessments; and 3) more efficiently process housing opportunities through HUD area offices.

HUD has developed practical and effective regulations for non-discrimination and Federal programs under Section 504 of the Rehabilitation Act of 1973 and uniform guidelines for facility accessibility under Section 502 of that Act. An innovative implementation program for Section 504 regulations utilizing satellite television is being developed. The Special Advisor has the lead role in coordinating the efforts of the interagency task for for uniform Federal accessibility standards.

In FY 1981, HUD reserved $70.1 million to finance 1,613 units of housing specifically for disabled people through the Section 202 direct loan program. This is $7 million more than last year's allocation.

The Special Advisor increased public relations efforts for IYDP by making speeches in several locations nationwide. This office also coordinated October IYDP Month and October 9 IYDP Color Day at HUD. HUD employees across the nation attended IYDP observances which featured special speakers and guests. The office also arranged special recognition of HUD employees for their efforts during the IYDP.

The office participated in the White House Consumer Conference in conjunction with the White House Office of Consumer Affairs. HUD sponsored three workshops: affordable housing for low-income consumers, independent living for elderly persons, and independent living for disabled people. During this period of budget reductions, this office is investigating ways to coordinate and stimulate the voluntary sector to maintain and expand services for the handicapped community.

C. THE DISABLED WOMEN'S TASK FORCE

OFFICE OF PERSONNEL MANAGEMENT

Information provided by Ellis Jones, Liaison to the Task Force

Background

The Disabled Women's Task Force was organized in June of 1980 to address the special employment needs of disabled women who are currently employed by the Federal government or who are seeking employment in the Federal sector. The Task Force develops and recommends policies, procedures, programs, and other recommendations to improve employment opportunities for disabled women.

Because OPM's Assistant Director for the Office of Affirmative Employment Programs, A. Diane Graham, had become aware that disabled women have problems which are different from those experienced by all women or disabled men, she asked the Director of the Federal Women's Program and of the Selective Placement Program to address those concerns. At about the same time, Eunice Fiorito, an Advocate for disabled persons who is employed by the Rehabilitation Services Administration, asked the Office of Personnel Management to examine the employment needs of disabled women. In response, the Director of the Federal Women's Program decided to make the issue a programmatic initiative throughout government, as did the OPM's Office of Selective Placement Programs. As a result, the Task Force is co-sponsored by OPM's Federal Women's Program and the Office of Selective Placement Programs.

The Task Force currently has two co-chairs, Eunice Fiorito of the Department of Education, and Judy Gilliom of the Equal Employment Opportunity Commission. During the past year, the membership was a loosely organized group of disabled and nondisabled women. During the coming year, approximately 18 Task Force members will be formally appointed with the approval of each prospective members agency head and supervisor. This group will develop an operating and evaluation plan and budget for the coming year, and its members will serve on the Training, Public Outreach, Planning, and Executive Subcommittees which implement the Task Force's program.

Each Task Force member spends approximately 10 hours per month on Task Force business: two hours each in Task Force and subcommittee meetings, and the remainder of the time on networking and other development tasks. Each co-chair spends approximately 15 hours each month on Task Force business.

Ellis Jones, a program manager in the Federal Women's Program is OPM's liaison to the Task Force. She periodically reports on Task Force activities to the Directors of the Federal Women's Program and of the Selective Placement Program. During the past year she spent approximately 20 percent of her time helping the Task Force to get organized; this year, as the Task Force assumes its won leadership and planning functions, she expects it to require approximately 15 percent of her time. The liaison representative from Selective Placement Programs, Anice Nelson, has spent 10 percent of her time working on Task Force activities, particularly in the design, analysis, and writing of a special statistical report on the employment of disabled women.

During its first year of operation, the Task Force concentrated on getting itself organized and functioning. It currently is developing operating and evaluation plans and a budget for the coming year, and plans to ask the various Federal agencies to contribute funding to the Task Force, with the amount based on the proportionate representation of disabled employees in the agency. (Other OPM task forces operate in this fashion.) Each agency will be asked to contribute between $300 and $600 (approximate estimate) to cover costs such as interpreters for hearing impaired people, printing and reproduction, and Brailling and taping materials.

Accomplishments

Ms. Jones reports that the Task Force has accomplished a great deal during the past year. It has informed many people of its existence, and has focused attention for the first time on the special needs of disabled women employees. For instance, many disabled women are very isolated. They have very little contact with other disabled women, and little knowledge of their rights as Federal employees and as a special category of employees for whom special employment programs exists (e.g, the Federal Women's Program and the Selective Placement Program). The Task Force has provided many disabled women with their first opportunity to learn about available resources for women within the Federal government.

The Task Force discovered that many disabled women have little contact with and understanding of the goals of the women's movement, and do not identify as much with other women as with other members of their particular disability group. As a result, many disabled women are uninformed about resources such as assertiveness training, and about career counseling opportunities which inform Federal employees about available services and career opportunities. Disabled Federal women employees face problems similar to those faced by all women, such as changing social expectations for men's and women's behavior with the opposite sex, in both social and work situations. Dinner meetings sponsored by the Task Force will help disabled women to explore these topics in an informal, yet structured way.

Perhaps the most important accomplishment of the Task Force is its development of networking opportunities which encourage disabled women to contact other women with similar problems and career aspirations.

Activities

During the past fiscal year, the Task Force:

- Held meetings in three Federal agencies to publicize the Task Force, to inform women about its goals, and to obtain recommendations for future directions.

- Trained approximately 65 disabled women in career development, personnel management, special emphasis programs, and communications. The training session, which was sponsored by the Equal Employment Opportunity Training Institute in OPM, will be replicated with three of OMP's regional office counterparts.

- Formed Training, Publicity, Outreach, Planning, and Executive Subcommittees to implement the proposed plans of the Task Force.

- Published statistical data on the employment of disabled women in the Federal sector, the first comprehensive analysis made by OPM on the employment of disabled women in Federal agencies. The 1980 statistics indicate that severely disabled women are over represented (as compared with their male counterparts) in low grade level jobs.

In addition to developing a formal operating and evaluation plan and budget for the coming year, the Task Force plans to strengthen its liaison with each Federal Women's Program Office in the Federal agencies and at the regional level. An instructional guide for Task Force development will be prepared for distribution to national and regional program managers to support and encourage their further development of the Task Force concept and activities. The Task Force also plans to sponsor bimonthly dinner meetings during the coming year and to further develop its other programmatic and networking activities.

Critical Design Elements

Ms. Jones reports that the support of top level managers within OPM and other Federal agencies will determine the success or failure of the Task Force. Support includes staff support (the assignment of a liaison person), the formal assignment of Task Force responsibilities to the two co-chairs and to a lesser extent to the core leadership group, and providing the funding and services the Task Force needs to accomplish its goals.

A second requisite is a specific and realistic plan of action for each year which is consistent with the goals of the sponsoring agencies--the Federal Women's Program and the Selective Placement Program. The planned goals must be achievable, and their accomplishment should be assessed and documented at the end of each year.

The third requisite is the active involvement of disabled women to serve on the Task Force and to assume leadership responsibilities for Task Force activities. Task Force members serve for a minimum of one year.

The Task Force had difficulty meeting the needs of a diverse group of severely disabled women at its initial meetings, such as finding an accessible location, providing interpreters for hearing impaired persons, Brailled materials for sight impairied persons, etc. These additional details require thought and planning in areas in which many Federal program managers are inexperienced, but learning fast.

D. COMMISSIONER'S HANDICAPPED EMPLOYEES ADVISORY COMMITTEE

FOOD AND DRUG ADMINISTRATION

Information provided by Jill Priest-Miles

Background

The Handicapped Employees Advisory Committee was established in October of 1979 to advise the Commissioner on disabled employee and consumer problems and concerns. The Committee consists of 15 employees who are appointed for three year terms. Committee members include at least one disabled veteran, other disabled employees, and nondisabled FDA employees who are concerned about advocacy topics. During the past year two committee members came from FDA field offices.

The Committee also has field representatives who submit quarterly and comprehensive annual reports to the Committee. Committee staff review the reports to identify problem area and then either provide technical assistance (through telephone consultations or occasional field visits) or bring the issue to the attention of the Committee.

Handicapped consumers are encouraged to participate in presentations on topics of concern to disabled people which are given by handicapped representatives in regional and district offices or by the Committee in the central office.

The Committee receives administrative support from FDA's EEO office. Staff support requires approximately 10 to 15 percent of one professional person's time, although there is considerable overlap at times between staff EEO and Handicapped Employees Advisory Committee activities. Staff support activities include agenda development and arrangements, gathering data on specific topics, conducting surveys, providing technical assistance to field representatives, solving problems such as providing communication and transportation services for disabled employees and consumers, preparing reports, conducting awareness training, and making presentations.

Each year the Committee establishes priorities and prepares issue papers and recommendations and develops a work plan for the coming year for presentation to the FDA Commissioner. In response, the Commissioner appoints an appropriate Associate Commissioner to work with the Committee on selected priority topic areas. Task forces may be assigned specific topics. For instance, last year a Task Force reviewed the ATBCB regulations, and decided that FDA's priorities should be to provide an accessible front entrance and rest room facility in the central office, and to make buildings accessible in which disabled people were working. These modifications were made.

Accomplishments

The Committee influences FDA's policies and procedures by providing a unified and credible voice within FDA on issues which affect disabled people. As a result of the Committee's work, the FDA has installed TTYs in the EEO, personnel, and telecommunications offices, and provides TTYs to hearing impaired individuals who cannot use centralized services. In addition, interpreters and Brailled and taped materials are made available, flexibility in FDA's employees transportation policy accommodates the special needs of mobility impaired persons, and a number of physical modifications have been made to FDA buildings. Another important contribution has been an FDA policy statement which is included in the Staff Manual. It requires staff to consider the special needs of disabled people when making decisions about programs, information, and employment practices, and gives specific advice for meeting those requirements.

Activities

During its monthly and task force meetings and other activities, the Committee:

- Assigns task forces to work on specific topics, and reviews their reports and recommendations;
- Makes presentations to agency managers on disability topics;
- Investigates and helps to resolve programmatic and employment issues involving handicapped individuals;
- Provides technical assistance to program managers and supervisors;
- Publicizes the Committee's activities;
- Encourages Committee members to serve on other departmental and FDA management committees and task forces;
- Reviews and comments on disabled consumer issues which are formally presented in issue papers, the Federal Register, and other rule making channels;
- Advises on the implementation of §504 and §501 Regulations;
- Reviews and evaluates FDA's annual update of its affirmative action guidelines, action items, and OMB objectives relating to the employment of handicapped individuals and disabled veterans; and
- Prepares an annual work plan and an annual report on the Committee's effectiveness.

Critical Design Elements

The Committee must have top level support and open communication with the Administration's decision-makers. The Committee's twice-yearly meetings with the Commissioner and his assignment of an Associate Commissioner to work with the Committee provides the needed leverage within FDA. Strong leadership and direction within the Committee also is needed, as is adequate staff support. Feedback to employees and consumers who contribute their efforts and/or support to Committee activities enhances the Committee's credibility and therefore its influence within FDA.

Problems include membership turnover, resulting in a continual need to train new members, and some minor "turf" conflicts with the Office of Personnel. A bigger problem has been facilitating communication and interaction with the field representatives, since travel money is not available. This has been somewhat resolved through regular telephone contact by staff and the development of an information folder for use by field representatives.

E. EXECUTIVE ORDER NO. 12160: PROVIDING FOR ENHANCEMENT AND COORDINATION OF FEDERAL CONSUMER PROBLEMS

OFFICE OF CONSUMER AFFAIRS

Information Provided by Juanita Yates

Background

In September of 1979, President Carter signed Executive Order 12160--the Consumer's Executive Order--which was designed to improve consumer programs in Federal agencies. It requires agencies to take specific, concrete steps to ensure that consumers' points of view are considered when making decisions which affect them. It also established the Consumer Affairs Council, which currently is chaired by Virginia H. Knauer, to help manager and coordinate consumer programs in the Federal government.

Each agency is required to develop and document a five point program of compliance which provides specific procedures for consumer participation. Since the ultimate goal of disabled consumers should be to participate actively in all consumer-related activities, thereby assuring that their perspective is provided and their voice is heard in the wide array of services and programs which are provided by our government for its citizens, these requirements are briefly described below. More specific information can be obtained from the Consumer Affairs Council or from the agency's designated consumer affairs personnel.

Program Functions

Consumer Affairs Perspective. Each agency's program for compliance is required to indicate staff size and expertise, other assigned staff responsibilities, and other resources assigned to the program. The program's relationship to other staff members performing consumer affairs functions and to principal operating components within the agency is to be indicated, as are the procedures for consumer staff participation in the development and review of all agency rules, policies, programs, and legislation, and decision-making mechanisms.

Consumer Participation. Each agency program must indicate how consumers can become involved in the agency's decision making process, including available mechanisms (e.g., written comments, regional public hearings, membership in ad hoc working groups), procedures for analyzing and assuring that consumer input is considered in the decision making process, and procedures for notifying consumers of opportunities to participate in decision making activities.

Informational Materials. Each agency is required to include in its consumer program a discussion of printed and audiovisual informational materials about agency responsibilities and services, procedures for consumer participation, and marketplace information.

Education and Training. Agencies are required to educate their staff members about the Federal consumer policy, and technical assistance is to be provided to consumers and their organizations.

Complaint Handling. Each agency is required to establish and document procedures in its plan for systematically logging in, investigating, and responding to consumer complaints, and for analyzing complaints for their policy implications.

Oversight. Each agency head is required to designate a senior-level official to exercise, as the official's sole responsibility, policy direction for and coordination and oversight of the agency's consumer activities.

Projects of Consumer Affairs Council

The Consumer Affairs Council undertook the following projects in FY 1981 to advance the goals of the Executive Order:

- explored expanding membership on the Council to include executive agencies, independent agencies, and subordinate agencies within cabinet departments;
- supported consumer education and information programs via a Committee on Consumer Information;
- supported National Consumer Education Week;
- provided technical assistance on complaint handling to Federal agencies; and
- evaluated budgets of agency consumer offices.

F. CONSTITUENCY INVOLVEMENT AND ADVOCACY PROGRAM

REHABILITATION SERVICES ADMINISTRATION

Information provided by Eunice Fiorito,
Rehabilitation Services Administration

Background

A consumer participation program was initiated within the Rehabilitation Services Administration (RSA) in 1978 with the strong personal support of the Commissioner. The RSA program began with four professional staff people (three on detail), one clerical staff member, and no budget for other costs such as printing and travel--staff obtained travel and other incidental funds from the Commissioner's office. Eunice Fiorito, who came from New York to head the program, reported directly to the Commissioner as his Special Assistant for Advocacy and Constituency Relations.

Major program activities included sensitivity training for RSA staff members; involving disabled people on peer review panels for RSA grant programs; managing RSA's Client Assistance Program; establishing quarterly meetings of consumers, other constituency groups, and RSA managers to discuss VR issues of common concern; and assisting state vocational rehabilitation (VR) agencies to implement a legislative mandate to involve consumers in state agency planning activities.

Accomplishments

Although there has been no formal documentation of the accomplishments of the program, RSA staff members have become more sensitive to the impact of policy and programmatic changes on disabled people. RSA now has a policy in place which requires Commissioner approval of all peer review panels; the criteria for approval includes a requirement that at least one peer reviewer be a disabled individual. At least 70 of the 83 state vocational rehabilitation agencies now have consumer advisory committees in place, although the extent of their contributions to policy decisions varies considerably. In addition, many of RSA's Client Assistance Projects have developed consumer advisory committees with the encouragement and support of the Constituency Involvement Program.

Activities

In 1978, program staff met with representatives of approximately 100 consumer and provider organizations and asked them to select 20 persons to assist RSA with the development of a national plan for advocacy and constituency involvement. Although a comprehensive plan was developed in direct consultation with this advisory group, only the components described below were implemented.

Staff Training. An initial project for the program was the development of a sensitivity training program for RSA central office staff. Although the formal training program was never implemented, a number of informal "sensitivity sessions" were conducted in which small groups of RSA staff members met to explore consumer perceptions of various issues. These sessions, which occurred approximately once every two weeks over a two year period, usually were initiated in response to staff knowledge of agency activities and the concerns of constituents.

Peer Review. All RSA grant applications are reviewed by panels of nonfederal experts. As a result of the constituency involvement program, RSA now has a formal policy requiring that all such panels involve a qualified disabled individual as a reviewer. "Qualified" refers to the person's expertise in the field and ability to make an informed contribution to the review process. At least in a general sense, this policy has been passed on to the National Institute for Handicapped Research. Although no formal study documents the extent of disabled reviewers' participation on RSA's review panels, disabled people now regularly are involved in the process.

Client Assistance Program (CAP). RSA's Client Assistance Program, which began in 1973, has approximately 40 projects in VR agencies around the country. These projects assist persons having problems accessing the VR program. Although the projects vary from agency to agency, in general the CAPs solve problems through negotiation, consultation, coordination, and joint exploration of problem areas. In addition, CAPs may assist individuals to locate legal assistance, although legal assistance is not provided by the projects themselves. About a year ago the directors of these projects were encouraged by program staff to form consumer advisory committees; as a result, the majority of the CAPs now have advisory committees comprised of former and current VR clients.

Constituent Advice on Policy. The Rehabilitation Act of 1973 directed state agencies to consult with advisory groups of consumers and providers on policy and program development and implementation issues. The states moved slowly in this area, although RSA and the National Institute on Handicapped Research (NIHR) have provided funds, developed models, and assisted with the technical aspects of this program. Approximately 70 of the 83 state VR agencies now have consumer advisory groups. Some groups primarily support state lobbying activities; others also actively advise VR agencies on policy and programmatic issues. The Federal Constituency Involvement Program generally monitored the projects, and assisted consumer and provider interaction with their state VR agencies. In addition, RSA's central office staff held quarterly meetings with representatives of national organizations of consumers and providers to obtain constituent feedback on VR issues, programs, policies, regulations, and proposed legislation.

Although the regional offices play a strong role in the administration of the state-federal vocational rehabilitation program, until a year ago, most regional offices were not actively involved in the constituency involvement program. Some time ago, the program was assigned a liaison person from each regional office. The success of this strategy varied considerably, depending upon the commitment and interest of the regional office director and liaison person. In general, regional office personnel are asked to inform the central office about constituent concerns, and on occasion to provide information about specific issues.

Critical Design Elements

A constituency involvement program requires the commitment, support, and backing of the head of the agency. Ideally, the staff person for such a program should report directly to the agency head, as was the case for the RSA program. Secondly, the program needs to develop a specific plan for each year's activities which can be accomplished and which has received the blessing of the agency head. Third, the program needs the independence of an identifiable budget--for staff, clerical support, and miscellaneous expenses. When funds and personnel are drawn from other budgets, the program mission can became confused with other agendas and programs.

The success of the state level advisory committees is very much dependent upon the attitude of the state agency director. Often professional staff do not know how to use consumer input constructively to improve program planning and implementation. Often consumers need training in order to participate constructively in agency planning and policy development. They need to understand various program options, and something of the intricacy of the budgetary process and of the needs of the various constituencies which are concerned about the issues. Both professional staff and consumers need to learn how to explore and discuss issues together, thereby avoiding misunderstandings which may arise when neither "side" fully understands the perspective and operating constraints of the other.

When a constituency group consults with an agency on issues which result in decisions, they deserve feedback from the agency director on the rationale for the decisions made. This feedback gives the process credibility by letting constituency groups know that their consultation is valued, and should improve the usefulness of future consultations by clarifying the agency's decision making process.

APPENDIX V

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APPENDIX VI

IYDP FOLLOW-UP

The following organizations will participate in IYDP follow-up activities, provide information on programs and services for disabled persons and maintain the communication linkages developed during the International Year. This linkage is being facilitated by Mrs. Virginia H. Knauer, Special Assistant to the President who will provide overall coordination and leadership. (See attached White House Memorandum.)

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